Juniper Care Services

Product Description

Receive best-in-class traditional 24x7 support. Take advantage of award-winning online support that is rated one of the ten best Web support sites for an industry unprecedented six consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than three consecutive ASP awards.

- Is maximized network availability a priority for your organization?
- Is your internal IT staff stretched too thin?
- Do you need to reduce network-based risk while increasing the value of your network investment?
- Would you like to reduce your current support costs?

If you answered "yes" to any or all of these questions, you will benefit from Juniper Care Services. Experts in achieving network availability levels, our engineers and technicians can help your organization meet the most aggressive network demands through operational support that ensures maximum uptime, utility, and value.

Service Description

Juniper Care combines traditional 24x7 remote technical support, hardware replacement services, online support and service automation. More than a simple break-fix service, Juniper Care helps you meet network demands with technical and operational support designed to keep your network running reliably, while at the same time protecting your high-performance networking investment.

- Scale your operational team to new heights and leverage multilayered security features through Service Now management capabilities.
- Increase your operational effectiveness and lower operational expenses by using Service Now to reduce the time needed for problem identification, troubleshooting, and communication with Juniper Networks technical support.
- Dramatically simplify operational processes through self diagnosis and automated incident reporting to significantly reduce mean time to resolution (MTTR), allowing staff to concentrate on higher priority tasks that drive the business.
- Increase operational efficiency by automating detailed inventory management.
- Improve operational stability with early identification of incidents that are reported in real time, allowing for preemptive diagnosis and repair, and increasing the availability of your network.

Service Overview

Juniper Care Services provide rapid response from Juniper Networks' technical service engineers and hardware replacement options that let you choose the right timing and resources for your network needs. Juniper Care increases your operational effectiveness and lowers operational costs by utilizing Juniper Networks® Junos® Space Service Now to reduce the time for problem identification and diagnostics. This allows your staff to concentrate on running the business, not fixing equipment.

Juniper Care Plus

Juniper Care

- Juniper Care Plus delivers proactive and personalized services, evolves with your business initiatives and provides the highest network availability

- Juniper Care improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Networks Technical Services Overview

Features and Benefits

Table 1: Juniper Care Services Features and Benefits

Feature	Feature Description	Benefit
Technical support	Gain access to Juniper Networks technical support engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post-deployment technical support plans to meet the specific requirements of your network environment.
MyJuniper	Highly customizable Customer Service portal rapidly delivers essential, up-to-date support data to users, including accurate case, contract, and notifications specific to the purchased products.	Enable more personal, proactive, and efficient management of product support needs.
Automated incident management	Leverage the capabilities of Service Now technology to automatically detect, analyze, troubleshoot, and report incidents on specific device events.	Network intelligence with minimal physical administration and rapid notification of specific network incidents reported in real time; allows incidents to be identified and resolved sooner than with traditional technical support reporting methods.
Inventory management assistance	Automatically collect and record the most up-to-date device inventory information including device name, software version, platform, serial number, and chassis inventory details for all devices managed by Service Now.	Automate time-consuming, manual inventory and asset management tasks to increase staff productivity.
Targeted proactive bug notification	Leverage the capabilities of Junos Space Service Insight technology to deliver notification on new reported critical and major product bugs that may impact your network.	Proactive notification to significantly reduce the time spent by the operations manager for bug review and provide immediate impact analysis to Juniper TAC and the operations team in case of critical bugs identified as risk to the network operations.
On-demand EOL/EOS/EOE deport	Leverage the capabilities of Junos Space Service Insight to automatically generate End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports that match your network devices.	Tailored reports delivered automatically eliminate manual effort to identify EOL impact and reduce network planning cost.

Juniper Care Entitlements

See table 2 for Juniper Care entitlements. Select your primary level of support to determine your hardware replacement options and gain access to our Customer Support Center (CSC) to access software updates and online post-sales tools.

Table 2: Juniper Care Entitlements

	Juniper Care Core	Juniper Care Core Plus	Juniper Care Next-Day Delivery	Juniper Care Next-Day Onsite	Juniper Care Same-Day	Juniper Care Same-Day Onsite
Unlimited JTAC 24x7	X	X	X	X	X	X
Software releases	X	X	X	X	X	X
CSC online E-Support	X	X	X	X	X	X
Junos Space Service Now/Service Insight	X	X	X	X	X	X
Return-to-factory		X				
Next-business day-advanced replacement parts delivery			X	X		
Same-day advanced replacement parts delivery					X	X
Onsite technician				X		X

Juniper also offers Next-Day Ship service level to customers who are in Brazil, Russia, India and China. Please see the Juniper Care Service Description Document for details.

For all hardware replacement options, please follow Juniper's then-current RMA Policy and Procedures which are posted at www.juniper.net/support/rma-procedure.html.

Return the defective Field Replaceable Unit (FRU) to a Juniper Networks-specified RMA return depot locations, which can be found at www.juniper.net/support/rma-locations.html. Depot Locations are subject to change and replacements may be new or refurbished. Please note that actual delivery times may be affected by events beyond Juniper's reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, you have unlimited 24x7 access to JTAC engineers by phone and online. As a single point of contact for all of your support needs, JTAC engineers have extensive experience supporting large-scale networks. JTAC engineers can help you diagnose system problems, configure, troubleshoot, and provide work-around solutions. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

Juniper Networks provides you with access to all new software releases as soon as they are made available for general release.

CSC Online E-Support

The Customer Support Center (CSC) provides you with self-service access to Juniper's award winning online portal for the information, answers, tools, and service options required to ensure the support of your network investment. Features within the CSC include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

MyJuniper

The MyJuniper customer support portal is designed to be the primary tool for Juniper's Customer Service organization. The portal, powered by a big-data infrastructure that ensures data is accurate and available, provides up-to-date support information via a highly customizable user interface.

Return-to-Factory

Juniper Networks will replace or repair the FRU identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 business days after Juniper's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper regional distribution center.

Next-Day Delivery

Juniper Networks will deliver FRU replacements to the ship-to address in advance of receiving returned defective hardware within the next business day if Juniper issues an RMA by 3pm (local JTAC time). "Next-Day Delivery" is subject to availability.

Same-Day

Juniper Networks will deliver FRU replacements to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA In advance of receipt of defective hardware. "Same-Day" is subject to availability.

Onsite

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and the Customer for final resolution of the problem and the Customer will return the defective product to Juniper Networks. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

Automated Support and Prevention

Juniper's Automated Support and Prevention consists of an ecosystem of tools, applications, and systems targeted towards simplifying and streamlining operations, delivering operational efficiency, reducing downtime, and increasing your network's ROI running Juniper Networks Junos operating system. Automated Support and Prevention brings operational efficiency by automating several time-consuming tasks such as incident management, inventory management, proactive bug notification and on-demand EOL/EOS/EOE reports. The Junos Space Service Now and Service Insight service automation tools are standard entitlements of all Juniper Care contracts.

Key Features

Automated Incident Management

Junos Space Service Now simplifies the tasks associated with incident management with just a few clicks. Integration with the CSC allows case creation to be automated. Incidents are identified based on system triggers. Advanced Insight Scripts (AI-Scripts) on the Junos OS devices automatically collect troubleshooting and diagnostic data based on these triggers and delivers the information to the Service Now console.

Customers can select these incidents to not only open cases with JTAC for these recorded incidents, but they also have the option to include all relevant device, event, and diagnostics information. This permits a substantial reduction in time spent by the operations team in managing the environment, while also reducing time spent in resolving issues.
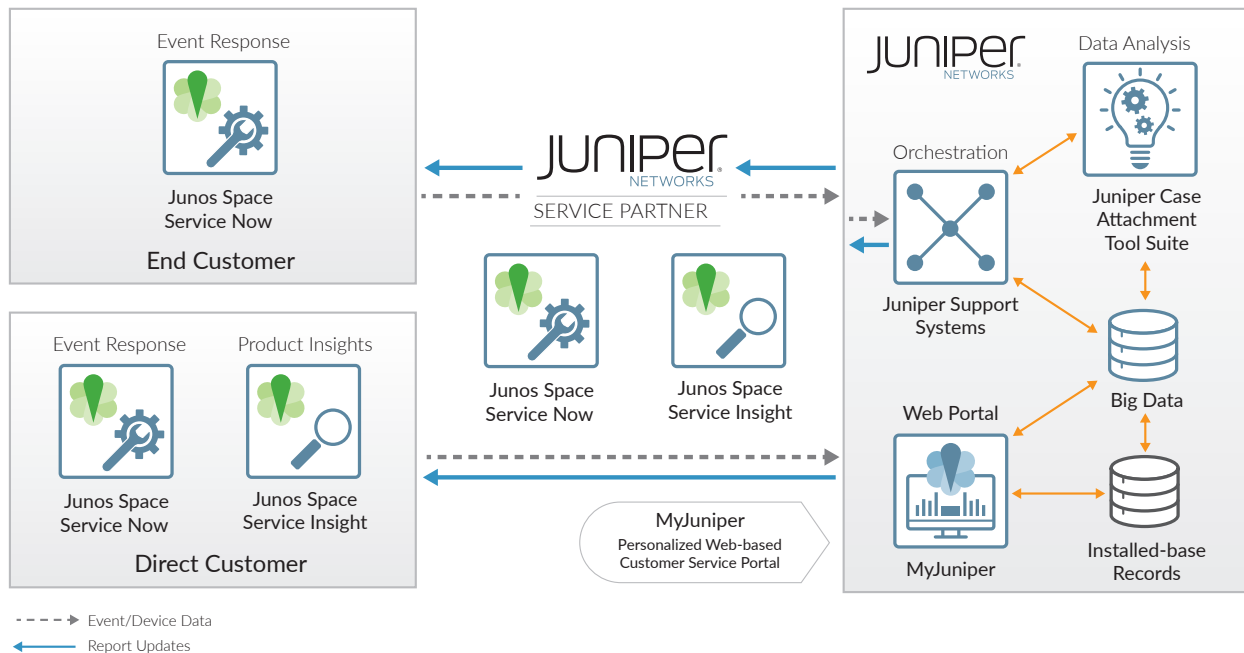
Figure 2: Juniper's Automated Support and Prevention

Junos Space Service Now Reporting Interface

The Junos Space Service Now reporting interface aggregates and analyzes a myriad of data and information from your network, and displays reporting specific to each incident. Reporting can also be consolidated by device or group of devices. Service Now provides tools that allow you to empower your network operations staff by accessing specific troubleshooting information from Juniper and managing staff workload based on case activity.

Inventory Management Assistance

Junos Space Service Now automatically collects and tracks the most current inventory details for the devices it manages. This includes information such as the device name, software version, platform, serial number, and chassis inventory details. This information is available for review and automatically included in the diagnostic information when a trouble ticket is opened with JTAC via the incident management functionality.

Integrated Support

Implementing AI-Scripts gives Junos-based products the ability to detect and respond to more than 470 events. The AI-Scripts only activate when an event is detected, so they don't interfere with system processes. When activated, the AI-Scripts perform essential support tasks such as capturing required diagnostic data. This data is sent to the Juniper Case Attachment Tool Suite, where it is automatically analyzed and used by JTAC engineers. All data is maintained in a secured big data infrastructure for fast, continuous access.

Targeted Proactive Bug Notification

This capability allows you to receive a notification on new reported critical and major product bugs that may impact your network. Targeted proactive bug notifications will assess your organization's network profile and provide you with bug information, along with details on the devices that may be impacted by the bugs.

The information included in the notification includes details such as the bug description, possible trigger, and workarounds if available. This information provides proactive actionable data that you can use to understand the potential impact of product bugs to your network. Information on the bug notification is stored within Service Insight for review as needed.

Proactive notifications can significantly reduce the time spent by the operations manager for bug review and provide immediate impact analysis to JTAC and the operations team in case of critical bugs identified as a risk to network operations.

On-Demand EOL/EOS/EOE Report

This feature provides you with the ability to automatically generate End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports that match your network devices. The report is generated based on official Juniper EOL/EOS/EOE announcements.

On-demand EOL/EOS/EOE reports are created showing the currently deployed network inventory. These reports typically include device, announcement details, last software engineering

support, last hardware engineering support, and replacement product information. The network operations team has the ability to choose device(s) and see EOL/EOS/EOE milestone dates for individual field-replaceable units (FRUs). The devices and FRUs approaching EOL are flagged and corresponding replacement part numbers are shown.

The network administrator has the ability to download these reports for offline network planning purposes. Juniper resources are available to answer any follow-up questions that may arise with respect to these reports.

The intelligent reports above are generated based on information collected through Service Now from devices on your network. When reports are completed by Juniper engineers, they are automatically sent to you through Service Insight.

For detailed product specifications on Service Now and Service Insight, please refer to product description located at https://www.juniper.net/us/en/products-services/network-management/junos-space-applications/.

Automated Infrastructure

Juniper incorporates advanced automation and big data tools within its support processes to ensure results are achieved quickly and accurately. These fully automated tools operate without human interaction; every data file received is automatically analyzed to identify problems.

The Juniper Case Attachment Suite includes several tools that automatically scan files and determine root cause. Big data analytics are employed to store and reference historical information for precise and reliable troubleshooting, delivering essential support information to customers in real-time.

Complementary or Higher Level Services

Migrate up to Juniper Care Plus. Juniper Care Plus is for organizations that require the highest network availability and provides the flexibility to adapt, scale, and evolve with organizational initiatives. Looking for the correct level of expertise to optimize your network operations? Visit the Resident Engineer and Resident Consultant data sheets.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

Ordering Information

Juniper Care Plus Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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