JUNIPER ADVANCED CARE SERVICES DATASHEET

Service Overview

Today's organizations are under constant pressure to meet dynamic market demands while increasing their return on investment. Juniper Advanced Care provides value-based services designed for small and medium-size enterprise customers who do not have a large IT operations team, but require effective, high-touch support from Juniper.

Service Description

Juniper Networks® Services provides the support and assistance needed for managing the complexity of technology. The rich set of services helps keep your network at optimum readiness and able to evolve efficiently in response to the demands of your business.

Juniper Advanced Care includes all the features in Juniper Care, and more, to provide a better customer support experience with enhanced service availability and improved service quality. All Juniper services help you minimize service disruption and recurring incidents, while maximizing your network uptime.

With Juniper Advanced Care, you have a single point-of-contact (POC) technical liaison who provides high-touch support five days a week, up to eight hours each day. The cost-effective service also includes assistance in the progression of high-impact network issues, proactive technical notification, consultation, software release upgrade guidance, operational review meetings, and knowledge transfer related to Juniper products.

Additional service features include 24x7 Active Issue Management via a dedicated phone number, expedited support through direct access to Juniper senior support engineers, accelerated response times, onboarding assistance, best practice knowledge transfer, and customized reports.
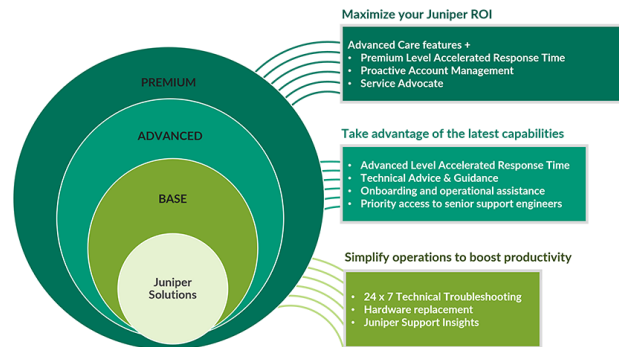
Service Portfolio

Figure 1: The Juniper Care portfolio has three options: Base, Advanced, and Premium

Features and Benefits

Table 1. Juniper Advanced Care Features and Benefits

Feature	Feature Description	Benefit
Designated Remote Technical Liaison	A named, designated technical expert provides assistance on technical needs	Helps you implement best practices across your network and provides knowledge transfer
Onboarding Assistance	Guidelines and processes for accessing Juniper resources	Collapses the learning curve and accelerates operational processes
Active Issue Management (24x7)	A dedicated phone number provides 24x7, after-hours access to a designated, remote support team to facilitate your issues, ensuring cases are properly escalated. A follow-up report and status is provided until escalation requests are complete	Ensures that issues are handled and resolved in an efficient manner, keeping your network running smoothly
Proactive Operational Support	Proactive assistance with Return Material Authorization (RMA) issues, asset management, support related to contracts, licenses, and entitlement	Ensures operational success to keep your network running smoothly
Escalation Management and Technical Issue Resolution	Technical input to facilitate and expedite problem resolution	Minimizes impact of business-critical technical cases
Periodic Review of Open Issues	Operational review calls to provide customer updates on technical case activities and ensure ongoing progress	Improves performance and reduces downtime by identifying areas for improvement during regular check-ins
Priority Access to Senior Engineers	P1/P2 cases routed directly to senior support engineers	Ensures faster issue resolution for high-priority cases, resulting in superior network availability
Accelerated Response Time	P1/P2: 30 minutes, P3/P4: 4 hours	Significantly accelerates case closures and increases network uptime, keeping end users happy and productive
Best Practice Knowledge Transfer	A quarterly, interactive webinar shares best practices and use cases	Enhances staff knowledge and expertise on Juniper products and services to simplify operational processes and maintain a highly available network
Technical knowledge transfer and Q&A	Informal Q&A with consultative guidance for questions and service deliverables	Provides technical knowledge to maximize the service value and acquire the necessary knowledge for keeping your network running at an optimal state
Custom Reports and Consultation	A monthly Proactive Bug Notification (PBN) Report, quarterly Customer Service Experience Report including Installed Base and Entitlement, End-of-life (EOL)/End-of-service (EOS), Case History, and RMA updates	Offers personalized review of your network and enhanced decision-making capability
Environment-specific Technical Guidance	Guidance tailored to your campus and branch (Juniper Mist) and/or data center (Juniper Apstra) solutions	Maximizes value of Juniper Advanced Care

Ordering Information

The Juniper Advanced Care contract has a minimum annual term of twelve (12) months.

Juniper Advanced Care services are available globally.For details, please contact your local Juniper authorized partner, Juniper Networks account manager, or your assigned Juniper service business manager.

For additional details such as scope, deliverables, eligibility, and exclusions, please refer to corresponding Service Description https://support.juniper.net/support/guidelines/

As a prerequisite, customers must have Juniper Care Services, which provides the foundational base required to enable Juniper Advanced Care.

About Juniper Networks

Juniper Networks believes that connectivity is not the same as experiencing a great connection. Juniper's AI-Native Networking Platform is built from the ground up to leverage AI to deliver the best and most secure user experiences from the edge to the data center and cloud. Additional information can be found at Juniper Networks (www.juniper.net) or connect with Juniper on X (Twitter), LinkedIn, and Facebook.

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