



GOVERNMENT ADVANCED CARE PLUS SERVICE

Service Overview

The Government Advanced Care Plus service is a high-value, personalized service that provides an end-to-end U.S.-based, U.S citizen-delivered support experience and service management staff to ensure rapid issue resolution and proactive management of your network.

Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® Government Advanced Care Plus service is tailored to address the needs of government organizations by providing access to U.S.-based support and technical teams staffed by U.S. citizens, a Federal Risk and Authorization Management Program (FedRAMP), a certified cloud-based case management system (CRM), a secure file management system, and a designated U.S.-based, U.S. citizen Juniper service manager.

Additional value-added features include onboarding assistance, best-practice knowledge transfer, and periodic customized reports, all available to enhance networking expertise, proactively identify and prevent problems, and reduce administrative loads.

Features and Benefits

| Feature | Description | Benefits |
|---|--|---|
| Government Customer Care (G-CCare) | 24x7x365 access to a team of U.S. citizen resources via a dedicated toll-free number to facilitate all your inquiries and escalations | Ensures that your issues are handled and resolved quickly and efficiently |
| Onboarding assistance | Guidelines and processes telling you how best to access Juniper resources | Collapses the learning curve, accelerating and enhancing your engagement with Juniper |
| Government network support team | 24x7x365 access to a U.S.-based technical support engineer eligible to apply for security clearance to troubleshoot, resolve, or provide a workaround for reported issues while acting as the case owner throughout the case management life cycle | Delivers a comprehensive range of support tailored to meet government regulations |
| Secure case management system | FedRAMP-certified cloud solution for case management | Ensures sensitive data is handled in secured environment |
| Secure file management system | Case-relevant data from Juniper devices uploaded to a secure file server by Juniper authorized resources | Ensures sensitive network data is shared using a secured file system |
| Customized reports | Periodic reports, customized for your network, including product installed base, End of Life (EOL), and Return Material Authorization (RMA) cases, as well as product bug information | Provides proactive data delivery to preempt problems before they occur |
| Best-practice knowledge transfer | A quarterly interactive webinar that shares best practices and use cases | Helps you acquire knowledge to keep the network running at an optimal state |
| Enhanced support response time | Priority 1 and 2 cases: 30 minutes Priority 3 and 4 cases: 4 hours | Accelerates case closures and increases network uptime, keeping end users productive |
| Service Manager | 8x5 access to a U.S.-based named contact who is a U.S. citizen for proactive network support and services management | Provides a designated advocate and single point of contact to manage all service-related issues |

Ordering Information

Juniper Care service is a prerequisite for the Juniper Government Advanced Care Plus service.

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

For eligible products and additional details, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper services business manager. You can also reach us through email at federal-services@juniper.net

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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