

# JUNIPER NETWORKS ADVANCED CARE



## Service Overview

*Advanced Care provides cost-effective value-based services designed to increase your operational efficiency and manage the complexity of your network most effectively.*

## Service Description

Juniper Networks® Advanced Care provides you with 24x7 access to an Escalation Management Desk via a dedicated phone number, expedited support through direct access to Juniper senior support engineers, and faster support response times—all designed to ensure that your issues are handled promptly and effectively.

Additional features include onboarding assistance, best-practice knowledge transfer, and customized reports, all available to enhance your networking expertise, anticipate and prevent problems before they occur, and reduce administration.

## Service Architecture

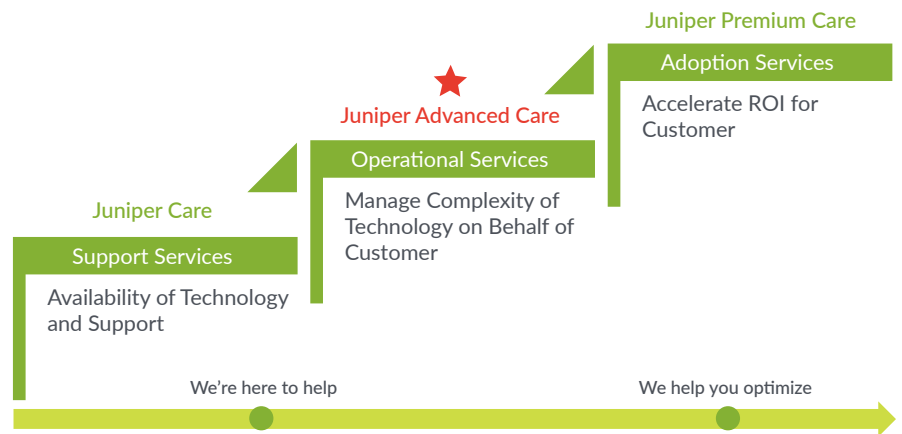


Figure 1: Juniper Care Services portfolio allows you to choose the support level that's right for you.

## Features and Benefits

Table 1. Juniper Advanced Care Features and Benefits

Feature	Feature Description	Benefit
Escalation Management Desk (24x7)	A dedicated phone number provides you with 24x7 access to a remote support team to facilitate your issues, ensuring cases are properly escalated and closing the loop upon completion.	Ensures that your issues are handled and resolved in an efficient manner, keeping your network running smoothly.
Onboarding Assistance	Guidelines and processes tell you how best to access Juniper resources.	Collapses the learning curve and accelerates your operational process with Juniper.
Customized Reports	A monthly/quarterly report is specific to your network's installed base, End of Life (EOL), cases, and product bug info.	Provides proactive data delivery to preempt problems before they occur.
Best-Practice Knowledge Transfer	A quarterly interactive webinar shares best practices and use cases.	Helps you acquire knowledge to keep the network running at an optimal state.
Expert-to-Expert Access	P1/P2 cases are routed directly to senior support engineers.	Ensures faster issue resolution for high-priority cases, resulting in superior network availability.
Enhanced Support Response Time	P1/P2: 30 minutes, P3: 4 hours, P4: 4 hours	Accelerates case closures and increases network uptime, keeping end users happy and productive.

## 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 partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

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

## 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](http://www.juniper.net).

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