



JUNIPER NETWORKS PREMIUM CARE

Service Overview

Premium Care provides high-value personalized adoption services that let you proactively manage and optimize all aspects of your network.

Service Description

Juniper Networks® Premium Care provides you with an assigned service manager as a single point of contact for managing all of your service-related issues and entitlements.

Premium Care also 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 and cases 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

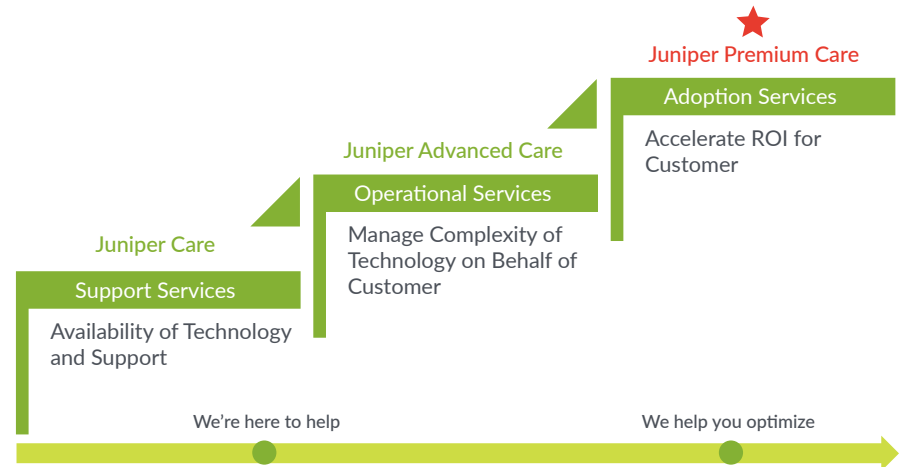


Figure 1: Juniper Care Services portfolio allows you to choose the support level that's right for you.

Features and Benefits

Table 1. Juniper Premium Care Features and Benefits

Feature	Feature Description	Benefit
Service Management	An 8x5 assigned service manager proactively manages your experience with incident management, account management, asset tracking and management, and business review meetings.	Provides a dedicated advocate and single point of contact to manage all service-related issues and entitlements, ensuring that your network and business requirements are consistently met.
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.	Provide 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: 15 minutes, P2: 30 minutes, P3: 2 hours, P4: 4 hours	Significantly accelerates case closures and increases network uptime, keeping end users happy and productive.

Ordering Information

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

Juniper Premium 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 Premium 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.

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