

JUNIPER SUPPORT INSIGHTS

Service Overview

Juniper Support Insights extends AI-driven support to Juniper devices, giving IT and network operations teams actionable operational health insights across their entire networks. Easy to use and secure, Juniper Support Insights connects Junos OS-based platforms to the Juniper cloud for actionable intelligence. That intelligence can then be used to optimize the network and streamline network operations, complementing our proven AI-driven support and operations capabilities.

Service Description

Juniper® Support Insights gives IT and network operations teams actionable operational health insights across their entire networks. The service extends AI-driven support to Junos OS-based platforms to securely collect operational data from devices in the customer's infrastructure. It correlates this data with Juniper-specific knowledge, such as service contract entitlement status, End of Life (EOL)/ End of Support (EOS), knowledge base, and more, which empowers IT and network operations teams to run the network operations efficiently. Juniper Support Insights simplifies cumbersome, manual data collection steps in the support case process through the data collected.

Juniper Support Insights offers ease of use, security and privacy, and scalability.

Ease of Use:

Two modes of device connection and data collection:

1. Device Direct to Cloud (DDC): secure collection via cloud
2. Device to Collector to Cloud (DCC): secure collection on-premises via a Lightweight Collector (LWC)
 - The LWC with automated provisioning comes with a full lifetime warranty managed by Juniper, requiring zero customer maintenance
 - There is no need to upgrade or install software on either collector or network devices

Security and Privacy:

- Data privacy, security, and efficiency, which are maintained using a principle of least necessary device fact data collection
- Completely auditable data collection via tracking
- Data collection sessions are originated only from the customer's site to maintain data security
- Zero residual footprint and the use of ephemeral computing to ensure that no data artifacts are stored anywhere permanently, avoiding data leakage
- All data flows are Transport Layer Security (TLS) encrypted

Scalability:

- Just-in-time cloud architecture that scales up and down to match network size and data collection scope
- The LWC's ability to handle large deployments and support up to 20,000 network devices (in DCC operations mode)

Key Components

Juniper Support Insights consists of three core components:

- **Collector:** Choice of DDC or DCC, modes of connection, collection, and data ingestion
- **Juniper cloud:** Virtual private cloud supports the ingest, processing, and analysis of the collected data.
- **Portal:** A secure portal manages device onboarding and discovery, plus provides operational dashboards, reports, and insights.

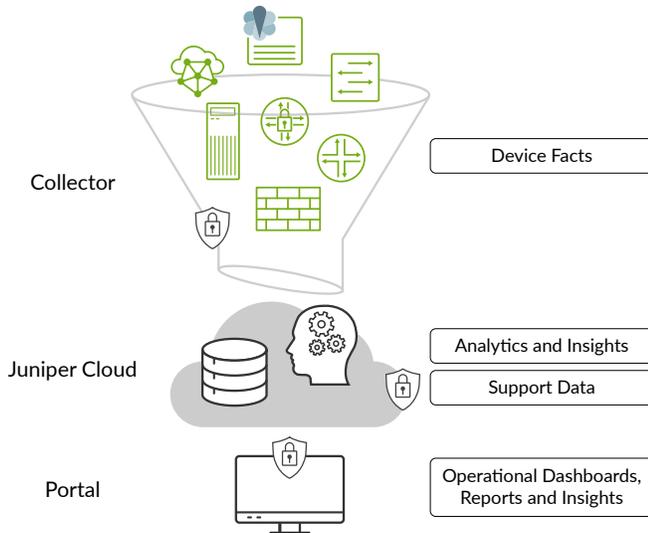


Figure 1: Three main components of Juniper Support Insights

Features and Benefits

Multiple Data Collection and Connection Modes

Choice of cloud and collector modes for connection and data ingestion, both fully managed and supported by Juniper.

Secured Device Data Collection

Juniper Support Insights data collection mechanism is secured. All data flows are TLS encrypted and no data comes to rest at any intermediate point, leaving zero residual footprint. All connections supporting data collection are only originated from the customer site to the Juniper cloud.

The secured device data collection:

- Ensures no data is persisted, outside of the secure Juniper cloud throughout the data collection process
- Prevents the risk of data leakage as the collector uses ephemeral computing
- Provides an accurate inventory view of onboarded Juniper products and helps to improve user experiences

Dashboards and Reports

A set of standard operational dashboards and enhanced custom reports provides a range of network insights to enhance operational support and experience. The reports are based on user credentials and role-based access (standard and admin). They can be easily viewed and exported via a seamlessly integrated Juniper support portal. These dashboards and reports provide information specific to customer environment and infrastructure.

Easy setup – simple to use

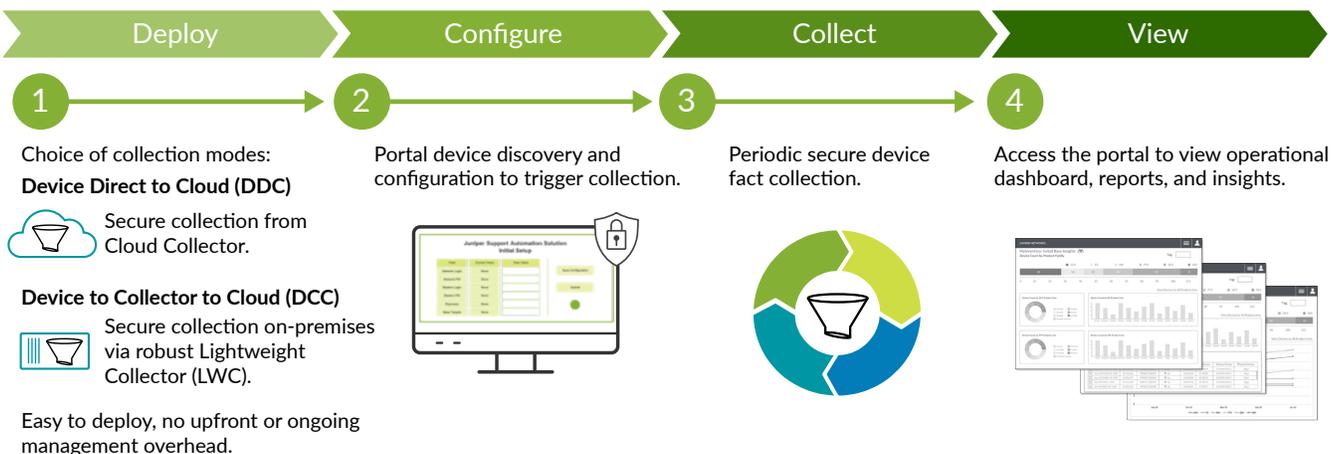


Figure 2: The Juniper Support Insights simple, four-step setup

- Operational dashboard provides an accurate view of holistic operational health metrics and insights for the entire network. These reports provide a current and historic view with the ability to compare across different time periods and the ability to scrutinize further details.
- Assets tracking and management reports provide assets (inventory) tracking and management reporting, including hardware and software inventory reports ranging from chassis to transceivers, serialized components, logical/physical interfaces, and OS of onboarded Juniper products based on a set of standard periodic inventory reports.
- Exposure report provides the overall level of exposure of the hardware platform EOL and EOS status. The report gives actionable insights on potential exposure for better operational planning and reduces risks by detecting issues early to avoid a major event.

Benefits

Juniper Support Insights provides efficiency and flexibility for IT and network operations teams. It helps:

- Reduce the risk of issues and problems through the accurate monitoring and managing of product health, exposure, hardware, and software issues.
- Streamline operational planning (such as upgrades) through relevant operational state of deployed Juniper products.
- Correlate device data with Juniper-specific knowledge (contract status, EOL/EOS, knowledge base, and more).
- Improve inventory management through accurate tracking, managing, and reporting. Unlike disconnected network management systems, this is integrated with Juniper's support process and data.
- Realize better customer support experiences through reduced effort and time in troubleshooting.

Ordering Information

All current Juniper Care customers are automatically entitled to this optional, value-added AI-driven support. To onboard and activate the solution or for any additional information, please contact your Juniper sales representative or services team.

Juniper Global Services

Juniper Global Services offers an evolving life-cycle suite of services that aligns AI with people, process, and technology, to accelerate time to value, and de-risk network investments. Through insights, automation, and a range of services, Juniper provides assured assistance and advantage across the entire services portfolio.

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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