



Service Overview

Small and midsize enterprises face the same network issues as large enterprises. But while large enterprises can afford to staff with vendor-specific experts, this is rarely cost-effective for small and midsize businesses. This service is specifically designed for customers with a moderate Juniper footprint—companies with the same issues as large enterprises but a different scale and cost structure.

- Do you have one or more mission-critical networks?
- Are you looking for a Juniper single point of contact for all Juniper service-related activities?
- Do you have plans to grow your Juniper footprint in your network?

If you answered “yes” to any of these questions, you could benefit from the Service Support Manager service.

SERVICE SUPPORT MANAGER

Service Description

This service is specially designed for enterprise customers that have a small to moderately large deployment of Juniper products.

The Service Support Manager (SSM) service provides a single point of contact within Juniper, something especially valuable for enterprises with growing networks and enterprises relying heavily on their network for their day-to-day business. The Service Support Manager acts as your single point of contact for all Juniper service-related activities. This facilitates efficient resolution of service issues and creates a closer relationship between Juniper and your company.

Features and Benefits

The Juniper Networks Service Support Manager is a named contact assigned as the end user's advocate within Juniper Networks to coordinate and manage all service-related operational activities during local business hours. The key responsibilities and deliverables of a Service Support Manager providing this service include:

- Operational Deliverables
 - Schedule monthly review meetings
 - Conduct annual Service Business Reviews (SBRs)
 - Handle case management and tracking
 - Oversee escalation management
 - Provide a contact matrix for both Juniper Networks and the end user, including escalation process
 - Ensure that the end user opens proactive cases with the Juniper Networks® Technical Assistance Center (JTAC) for planned end-user software upgrades or major configuration changes
- Asset and End-User Management
 - Ensure that end users' e-mail, phone number, and address are correct in Juniper's database and associated with the correct account ID for case creation and access to various Juniper Web portals
 - Review and update asset inventory, contract level, and physical locations to ensure agreement between end-user and Juniper data bases
 - Ensure that account IDs are correctly set up for efficient JTAC case opening
- JTAC and Customer Care Best Practice Training
 - Explain JTAC case escalation processes
 - Review how to utilize Customer Care for Administrative issues on Juniper devices

Proactive Communications

Product notifications and security bulletins that potentially impact the end-user network profile and devices will be delivered by the SSM using the Support Automation tools. The SSM will provide a monthly report for up to five (5) different software versions and Junos platforms. In addition, the end user may also subscribe to product notifications and security bulletins through the Juniper Customer Support Center.

Ordering Information

For details, please contact your Juniper Networks Services Business Manager.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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