Service Description

The Juniper Networks® Junos® Pulse Gateway QuickStart service provides the expert onsite assistance of Juniper Networks Professional Services to help you get the most value from your Juniper investment in the shortest amount of time.

During the onsite knowledge transfer process, your Professional Services Consultant will provide expert guidance and learning resources to install, configure, and deploy your secure remote VPN solution. This QuickStart service enables you to leverage the experience and best practices that have been tested and refined with Juniper Networks’ clients throughout the world’s most competitive industries.

The Junos Pulse Gateway QuickStart service provides rapid value through a logical, three-phase process: Plan (Design and Requirements review), Build (Configure Pulse Gateway and access), and Operate (Knowledge transfer with integrated workflow review).

Phase 1: Prequalification and Recommendations

During this preliminary phase, Juniper Networks experts collect information from your organization to plan the installation. They hold a project kick-off call with your technical team and the Juniper consulting team to define your product, application, and user requirements, as well as your topology. Based on their findings, they make recommendations about:

- Placement in the network
- Whether to implement as standalone or clustered (redundancy or load balancing)
- Features to be used (core rewriter, terminal services, pass through proxy, SAM (Java or Windows), and/or Layer 3 access (Network Connect/Pulse))
- Any special setup needed based on applications and resources (Note: Single sign-on (SSO) is not supported in the Junos Pulse Gateway QuickStart service.)
- Installation Plan creation – including network placement (DMZ/internal network, internal interface/external interface), setup, features and applications, testing, and verification.

Service Overview

Transitioning to a new SSL solution can cause concern about potential network disruption, or create risk around security and compliance. This new QuickStart service for Juniper Networks MAG Series Junos Pulse Gateways will add real value to your organization by accelerating an assured implementation with Juniper Networks Professional Services. The Junos Pulse Gateway QuickStart service provides the specialized support you will want to deploy your Juniper solution quickly, smoothly, and securely. This service may also be applied to Juniper Networks SA Series SSL VPN Appliances.
Phase 2: Build
During this phase, the Juniper consultant will work onsite to set up and review with your technical staff how to configure the Junos Pulse Gateway for use in the production environment. This phase will include:

- Configuration of the system settings
  - IP addresses, subnet mask, hostname, default gateway, Domain Name System (DNS), Window Internet Name Service (WINS), domain
  - Update OS
  - Apply the license keys
  - Install the server certificate
- Configuration of administrator and users accounts
  - Define up to one additional authentication server
  - Define up to five roles
  - Define up to two authentication realms
  - Define role mapping
- Configuration of up to five resource profiles
- Verification of authentication and access

Phase 3: Operate
During the onsite phase of the Junos Pulse Gateway QuickStart service, your Juniper expert provides a knowledge transfer session. Topics covered during this information exchange may include basic configuration, basic troubleshooting, or additional feature configuration but can be adjusted to meet the unique needs of your staff. This knowledge transfer session is not a substitute for formal education classes covering SSL VPN technologies or Juniper hardware.

Features and Benefits

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<th>Feature</th>
<th>Feature Description</th>
<th>Benefit</th>
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| Prequalification and recommendations         | Information is collected about your requirements to develop a customized MAG Series installation plan. | • Supports rapid deployment  
• Minimizes time and effort to develop installation plan and create configuration files |
| Onsite Juniper Professional Services engineer | Professional Services engineer helps deploy and configure the MAG Series or SA Series at your operations center. | • Accelerates, extends, and optimizes the time-to-value of your MAG Series Junos Pulse Gateway solution  
• Reduces or eliminates the cost of debugging and fixing errors during deployment |
| Onsite knowledge transfer                    | Your Professional Services engineer will cover topics such as basic configuration and troubleshooting, additional feature configuration, or other appropriate topics as requested by your staff. | • Accelerates availability of new MAG Series solution  
• Accelerates readiness of employees  
• Creates fully informed IT staff for improved operational efficiencies and application performance |

Service Responsibilities and Exclusions

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<th>Juniper Responsibilities</th>
<th>Customer Responsibilities</th>
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| Provide a Juniper Professional Services Consultant who will:  
• Help deploy and configure MAG Series Junos Pulse Gateways at the organization’s operations center  
• Provide onsite knowledge transfer | • Complete the Resources Rules Matrix for the customer environment  
• Provide a designated project manager or point of contact to interface with Juniper on day-to-day issues and coordination of resources  
• Provide external access to the Internet, internal access to your intranet, and access to the network equipment that the consultant will support  
• Provide access to applications, databases, and appropriate technical resources essential for consultant to perform duties successfully  
• Place and secure the equipment to be installed in the appropriate rack  
• Provide all power and interface cabling to the equipment |

Exclusions:
The service excludes the following:

- Load-balancing configurations
- Single sign-on (SSO)
- MAG-CM060 Chassis management module
- Physical installation of any equipment or the virtual appliance. (Configuration of virtual appliance can be included so long as within the constraints mentioned above.) Please contact your local Juniper Partner or Juniper Networks account manager for a custom quote for additional services or customization.
Juniper Consulting

As leaders in networks and security, Juniper Networks Professional Services Consultants and engineers are uniquely qualified to assist service providers in designing, implementing, and optimizing security solutions. Our team appreciates the complexities and the subtleties inherent in large-scale internetwork design and can assist service providers and enterprises, or provide customized and integrated “turn-key” solutions.

Juniper Networks Professional Services helps accelerate your network’s time to value, bringing revenue generating capabilities online faster for bigger productivity gains, faster rollouts of new business models and ventures, greater market reach, and higher levels of customer satisfaction. Your onsite staff will work closely with Juniper specialists, building operational capabilities and reducing your exposure to IT risks. As a result of our previous experience involving hundreds of customers around the world, Juniper Networks Professional Services is uniquely qualified to help you design, implement, and optimize your network for confident operation and rapid returns on infrastructure investments. These professionals understand today’s network and security demands and those that are just around the corner—for bandwidth efficiency, best-in-class security, solid reliability, and cost-effective scaling.

The use of Juniper’s consultants also avoids the requirement for you to have the necessary technical and security audit and evaluation skills in house. The evaluation can be completed faster, as you are not forced to wait until internal resources become available, nor do you have to address the issue of conflicting project priorities.

Additional Services to Optimize Your Network

Juniper Networks provides a broad range of consulting and packaged implementation services available to help you enhance your network design and optimize your production environment. Services to consider in the early stages of your network review are:

- **Strategic Network Consulting:** In the planning stage of your project, this service will assist you in determining a strategy for your network architecture and a plan to translate such a strategy into an optimal solution. It is aimed at understanding your business requirements, determining the impact of the changes on your existing network infrastructure, and providing architectural guidance and recommendations to ensure that your network will be enhanced in a controlled manner.

- **High-Level Design:** Implementing a new network or security project starts with an evaluation of the requirements and a detailed rendering of the architecture to be used. The High-Level Design service defines the topology, protocols, and equipment required, mapping the design to your needs.

- **Low-Level Design:** Once the high-level design of a network is determined, the specifics need to be identified. The Low-Level Design service identifies the optimal configuration and equipment required to make your network a reality.

- **Testing Service:** Prior to implementation of a new network, Juniper Networks Testing service provides you with an opportunity to combine your knowledge of your network’s specific performance requirements with Juniper’s sound foundation of network design methodology and products to create a customized test environment that simulates your unique end-to-end deployment scenario. This helps you avoid the cost of creating and operating your own test labs, reduces your project risk, ensures a seamless implementation of new technology into your production environment, and accelerates your time to deployment.

- **Security Readiness Evaluation Service:** This service is designed to help you prepare for a migration to an enhanced Juniper-based security environment. As part of this service, you are able to leverage the migration expertise within the Professional Services team and receive an independent analysis of the technical requirements, migration process, plus an evaluation of the skills required to execute the migration.

- **Firewall Conversion Service:** This service provides your organization with time-tested firewall conversion methodologies and automated processes that minimize data entry errors. Our firewall conversion consultant delivers infrastructure and business analysis, as well as design, test, and deployment guidance.

- **Junos Space Security Director QuickStart Service:** This QuickStart service provides the expert assistance of an onsite engineer to help rapidly get the most value from your Juniper product investment. During the onsite knowledge transfer process, your Professional Services Consultant will provide expert guidance and learning resources to prepare your staff to install, configure, and operate your Junos Space solution in day-to-day scenarios.

- **Juniper Security Threat Response Manager [STRM] QuickStart Service:** This service provides the expert assistance of an onsite Professional Services engineer to help you get the most value from your Juniper investment. During the onsite knowledge transfer process, the Professional Services consultant will provide expert guidance and learning resources to prepare your staff to install, configure, and deploy future Juniper Networks STRM Security Threat Response Managements in your IT environment.

Juniper Networks Service and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit [www.juniper.net/us/en/products-services](http://www.juniper.net/us/en/products-services).
Ordering Information

The Junos Pulse Gateway QuickStart service may be ordered using the part number shown in the table below. Before the service begins, a statement of work (SOW) will be created outlining the scope of effort to be performed. Please contact your Juniper account manager, services business manager, or proservsales@juniper.net.

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<tr>
<th>Model Number</th>
<th>Name</th>
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<tbody>
<tr>
<td>PRO-JPG-QS</td>
<td>Junos Pulse Gateway QuickStart</td>
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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.