NEW CUSTOMER ONBOARDING SERVICE
For Customers Ready to Migrate to Juniper Technology and Solutions

Service Overview
Deploying a new technology solution is a major decision and investment. If a new network implementation is not strategically planned and appropriately supported, and your staff not thoroughly trained, your organization might not derive maximum value from the network quickly enough. This can compromise your return on investment and ultimately increase network costs.

Juniper Networks New Customer Onboarding service is intended to streamline the deployment of Juniper equipment for new customers planning a significant migration to the SRX Series, EX Series, MX Series products, or a combination of these products.

Service Description
Juniper Networks® New Customer Onboarding helps accelerate the technology transition for organizations such as yours that are considering Juniper as a new vendor and planning a significant migration to Juniper Networks SRX Series Services Gateways, EX Series Ethernet Switches, or MX Series 3D Universal Edge Routers. New Customer Onboarding delivers a set of prescribed services—training, network transition services, service automation, and personalized support—to ensure a smooth and efficient implementation of your network powered by Juniper. Depending on the New Customer Onboarding package selected, you can be up and running within 60 to 90 days from start to finish. Throughout the Onboarding process, Juniper Networks is prepared to assess and provide recommendations on your post-onboarding support needs.

Eligibility
New Customer Onboarding is available, worldwide, to any customers who meet all of the following criteria:

- They are new Juniper Networks Junos® operating system customers or customers whose accounts have been inactive for two or more years.
- They purchase at least $200,000 (U.S. dollars), after discount, of SRX Series firewalls, EX Series, or MX Series (for LAN switching environments) products along with Juniper Care maintenance support contracts. (Note: Multiple purchase orders issued within the same quarter can be combined to achieve minimum order thresholds.)
- They have not previously participated in New Customer Onboarding.

New Customer Onboarding Service Elements
Scalable to your unique requirements, New Customer Onboarding offers design, deployment, and operational assistance in addition to technology and product education for your key personnel. This special combination of services and support is available in two different packages—Junos Experience I (JE I) and Junos Experience II (JE II).
### Features and Benefits

#### Training and Certification

Training has been specifically calibrated for multitiored network teams and includes prerequisite online training, instructor-led training, and post-requisite courses tailored to product-specific curriculum based on the equipment you have purchased. Depending on the Junos Experience package, you receive training credits to certify either three (JEI) or six (JEII) individuals on your staff to JNCIA-Junos certification exam, the foundation of all JNCIA certification paths.

### Service Automation

Juniper Networks Service Automation increases uptime, minimizes risk, and reduces cost of operations by automating time-consuming tasks and transforming how customers receive support from Juniper. The Service Automation solution consists of the Junos Space Service Now and Junos Space Service Insight applications running on Juniper Networks Junos Space platform and the Advanced Insight Scripts package installed on Junos OS devices. Together, these components speed fault detection and resolution as well as increase network operations efficiency by automating manual time-consuming tasks such as asset inventory management and diagnostic data collection.

As part of New Customer Onboarding, Juniper provides a two-hour remote support window to assist you with setup, configuration, and initial testing of the Junos Space platform and the Junos Space Service Now application.

### Network Transition Services

This service component is focused on ensuring a smooth transition to Juniper products with a Professional Services consultant whose role is to review your network requirements, set expectations, discuss best practices for implementing your Juniper solution, and review a high-level design and transition plan.

For Junos Experience I and based on equipment purchased, the following services might apply:
- Design Review and Transition Planning
- Implementation Planning Review
- Configuration/Conversion Services
- Remote Cutover and Migration Assistance

For Junos Experience II and based on equipment purchased, the following services might apply:
- Design Review and Transition Planning
- Implementation Planning Review
- Configuration/Conversion Services
- Onsite Cutover and Migration Assistance
- Knowledge Transfer Workshop

Network Transition Services are provided for either SRX Series firewall application or EX Series and MX Series products in a LAN switching environment.
Ordering Information
Juniper Networks New Customer Onboarding is available worldwide for customers who meet the requirements outlined in the Eligibility section. For more details, please contact your Juniper Networks field sales manager.

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<thead>
<tr>
<th>Model Number</th>
<th>Name</th>
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<tbody>
<tr>
<td>PRO-JUNOSEXP1</td>
<td>New Customer Onboarding, Junos Experience I</td>
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<tr>
<td>PRO-JUNOSEXP11</td>
<td>New Customer Onboarding, Junos Experience II</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.