

Service Management + Expert-to-Expert Support

Service Overview

IT organizations are under constant pressure to deliver greater network performance and new services while managing scarce resources and a flat or decreasing IT budget.

- Do you have one or more mission-critical networks?
- Are you looking for a single point of contact for all service-related activities?
- Would you like direct access to senior Juniper engineers?
- Do you have plans to grow the Juniper footprint?

If you answered “yes” to any of these questions, you might benefit from the Service Management + Expert-to-Expert support bundle, which adds Juniper’s expertise to boost your organization.

Service Description

Service Management + Expert-to-Expert support keeps the network at optimum readiness through high-touch support (Juniper Networks Service Manager), and direct access to senior Juniper TAC engineers (Expert To Expert access)—helping organizations mitigate risk, resolve issues faster, and control costs.

Features and Benefits

Feature	Feature Description	Benefit
Service Manager	<ul style="list-style-type: none">• Single point of contact for all service-related activities• Manages the delivery of all entitled services	<ul style="list-style-type: none">• Facilitates efficient resolution of service issues• Ensures that you are represented within Juniper
Expert-to-Expert access	<ul style="list-style-type: none">• Provides access to a designated team of senior Juniper Networks® Technical Assistance Center (JTAC) engineers for all Priority 1 and Priority 2 issues on a 24x7 basis	<ul style="list-style-type: none">• Enables fast resolution of mission-critical hardware and software incidents, significantly accelerating the mean time to resolution (MTTR)

Juniper Networks Services 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.

Ordering Information

Service Management + Expert-to-Expert support are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager. The prerequisite service product is Juniper Care. Having a Juniper Care contract in place assures that the organization can take full advantage of all Service Management + Expert-to-Expert support features and benefits.

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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