

PERFORMANCE-ENABLING SERVICES AND SUPPORT

Accelerate, Optimize, and Extend Your
High-Performance Network

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The Time-To-Value Experience

Today, more than ever, organizations are under pressure to convert IT investments into value at maximum speed. Service providers must introduce and scale next-generation services to capture market share and build customer loyalty. Enterprises must seize opportunities, meet challenges, and outmaneuver competitors to take the lead in fast-changing markets. Enterprises and public sector organizations must demonstrate rapid progress to justify technology initiatives, without compromising network performance and security or the confidentiality of private information.

In this high-speed environment, the challenges and the risks are as great as the opportunities. Network investments are substantial, and few IT departments can spare the time or staff resources needed to keep pace with the latest innovations in business networking.

Juniper Networks Services and Support Accelerates Your Time-to-Value Experience

Juniper Networks Services and Support allows you to maximize your high-performance network investment and prepare for future readiness. Juniper provides the following capabilities:

- **Technical Support:** Operational assistance to protect your high-performance business investment
- **Installation and Configuration Services:** A rapid, confident start for your high-performance, high-value network
- **Consulting Services:** Expert assistance to accelerate your network's value
- **Educational Services:** Improved productivity and self-sufficiency for your technical staff

Juniper Networks Services and Support accelerates your network's time-to-value experience, 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. Juniper helps you build operational excellence—to maintain required levels of performance, reliability and availability, scale and adapt to new business requirements, reduce operational costs, and eliminate exposure to IT risks.

J-Care Technical Services

Evolution and Adaptability				Advanced Options
				Proactive Product Reports
High Availability			Service Management Desk	Premium Service Management Desk
			Access to Insight JTAC	Access to Insight JTAC
Operational Efficiency	Automated Incident Management		Automated Incident Management	Automated Incident Management
	Inventory Management Assistance		Inventory Management Assistance	Inventory Management Assistance
	Knowledge Transfer		Knowledge Transfer	Knowledge Transfer
Business Protection	Technical Support	Technical Support	Technical Support	Technical Support
	J-Care Essential Services	J-Care Efficiency Services	J-Care Continuity Services	J-Care Agility Services

TECHNICAL SUPPORT AT A GLANCE

- J-Care Essential Services
- J-Care Efficiency Services
- J-Care Continuity Services
- J-Care Agility Services
- Resident Engineer – Consulting
- Resident Engineer – Operations

Technical Support

Operational Assistance to Protect Your High-Performance Network Investment

When your business depends on your network, you can count on Juniper Technical Support. Skilled, industry-seasoned experts—on call or on site—keep your network investments protected, up-to-date, and performance-tuned for a confident, secure operation.

You count on your network to connect customers, suppliers, partners and employees with up-to-date information, and innovative services. Their confidence depends on secure, highly available, high-performance network services.

- **Enterprises** count on rapid response from Juniper engineers to keep their networks at peak performance, ready for new business opportunities.
- **Service Providers** use performance-focused, predictive Juniper services to extract maximum value from optimized networks.
- **Public Sector organizations** rely on the expertise of Juniper engineers to maintain the security and availability of their networks.

Every organization should use Juniper Technical Support for:

- **Secure, reliable, confident** operation, with fast recovery from incidents on any scale
- **Rapid returns** and consistent savings from network investments
- **More performance and productivity** from their networks and the staff who depend on them
- **Agile, future-ready networks**, protected and prepared for any business challenge
Juniper Networks Technical Support helps you maintain a competitive edge by eliminating downtime and optimized performance. Juniper engineers are at your service with in-depth knowledge and practical experience of your specific network infrastructure whenever, wherever and however you need them. Select a service plan to match your business requirements, and enjoy confidence in your choice, your network, and your business future.

J-Care Essential Services

To help you, Juniper Networks J-Care Essential Services help you meet network demands with operational support designed to keep your network running reliably and up to date.

J-Care Technical Support offerings are built around three core services that offer every customer:

- **Juniper Networks Technical Assistance Center (JTAC):** Unlimited around-the-clock access to experienced Juniper engineers, and a single point of contact for diagnosis, solution, escalation or access to resources in the field
- **Juniper Customer Support Center (CSC):** Self-service access to Juniper's award winning online portal for the information, answers, tools and service options to support your network investment
- **Software Releases:** Notification of new software releases, and immediate access to software upon public release

Additional J-Care hardware options balance service performance, cost and priority, considering the cost of downtime and inventory, and the service capabilities of your own staff:

- **Return-to-Factory:** Repair or replacement with ten-day turnaround
- **Next-Day or Same-Day Replacement:** Priority delivery of replacement hardware
- **Technician on Site:** A Juniper-trained service technician on site to conduct the repair

Table 1: J-Care Essential Services

	CORE	CORE PLUS	NEXT-DAY	NEXT-DAY ONSITE	SAME-DAY	SAME-DAY ONSITE
JTAC access	▪	▪	▪	▪	▪	▪
Software releases	▪	▪	▪	▪	▪	▪
Online tools	▪	▪	▪	▪	▪	▪
Return-to-factory		▪				
Next-day replacement			▪	▪		
Same-day replacement					▪	▪
Onsite technician				▪		▪

For additional information, please visit: www.juniper.net/us/en/products-services/technical-services/j-care/essential-services/.

J-Care Efficiency Services

J-Care Efficiency Services increase your operational effectiveness and lower operational expenses by using automation to reduce the time necessary for problem identification, troubleshooting, and communication with technical support. Scale your technical support and leverage multi-layered security features through automated incident management capabilities built into Juniper Networks technology platforms. For additional information, please visit: www.juniper.net/us/en/products-services/technical-services/j-care/efficiency-services/.

J-Care Continuity Services

J-Care Continuity Services are designed for high-performance organizations where network uptime and high-availability are critical to day-to-day operations. This service leverages innovative Juniper Networks support-automation techniques that allow rapid identification and reporting of issues and combines them with access to senior technical support engineers resulting in effective troubleshooting and service restoration. For additional information, please visit: www.juniper.net/us/en/products-services/technical-services/j-care/continuity-services/.

J-Care Agility Services

Your network and IT infrastructure is more than just support for your business, it is the backbone to your business success. With a strategy of innovation and investment opportunities you require a high-performance network to meet your long-term business goals. J-Care Agility Services keep your network at optimum readiness through proactive and personalized services, ensuring that the network continues to evolve with your forward-looking goals. For additional information, please visit: www.juniper.net/us/en/products-services/technical-services/j-care/agility-services/.

Resident Engineer Consulting or Operations

A dedicated Juniper Resident Engineer is an effective way to support Juniper Networks products throughout their lifecycle, as well as being a smart investment. Here are a few of the reasons to consider using a Juniper Resident Engineer for your mission-critical support:

- **Service Quality and Customer Satisfaction:** Resident Engineers understand both Juniper technology and your own network and processes, for effective preventive maintenance and quick, efficient incident resolution.
- **Skills Transfer:** Resident Engineers assist your operations staff with hands-on technical issues, providing informal, on-the-job staff training as they deliver network support.

- **Return on Investment:** Resident Engineers help you minimize downtime and operational costs, avoid service-level agreement penalties, and introduce technology that supports new revenue-generating services.
- **Partnership:** Resident Engineers provide a trusted channel of communication between your staff and Juniper Networks, and smooth escalation when necessary for effective incident resolution.

Your Juniper Resident Engineer offers deep organizational and process knowledge from working side-by-side with your staff, as well as specialized Juniper training and experience. Contact Juniper today to explore your organization's need for the highest level of expertise, responsiveness and control. For additional information, please visit: www.juniper.net/us/en/products-services/technical-services/resident-engineer/.

Accelerate Time-to-Value with Juniper Technical Support

Juniper Networks Technical Services protect the security, availability and performance of your network, and more. Effective network support helps you bring 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. When you work with Juniper specialists, your organization builds the operational excellence it needs to improve performance, reliability and availability, to scale and adapt to new business requirements, to reduce operational costs, and to cut exposure to IT risks.

Flexible, configurable offerings ensure that you receive the right services for your network requirements, staff capabilities, uptime requirements and budget. Call your Juniper representative today to determine what Juniper Networks Technical Services can do for your organization, or contact Juniper at www.juniper.net/us/en/products-services/technical-services/.

INSTALLATION AND CONFIGURATION SERVICES AT A GLANCE

Startup Services

- Installation and Commissioning (Rack and Stack)
- Engineering Furnish and Installation Service (EF&I)
- QuickStart Services
 - SSL QuickStart
 - WX Series/WXC Series QuickStart
 - Firewall Branch Office Quickstart

Conversion Services

- Vendor Introduction Program (VIP)
- Juniper Enterprise Transition (JET)

Installation and Configuration Services

A Rapid, Confident Start for Your High-Performance, High-Value Network

Installation and configuration services allow you to:

- **Accelerate Readiness**
- **Accelerate Deployment**
- **Accelerate User Satisfaction**

Enterprises and service providers are under tremendous pressure to keep their IT investments aligned with business requirements. Installation and Configuration Services help you overcome the barriers to network creation and expansion, bring products into service faster, avoid start-up and installation errors, and introduce new services quickly and confidently for rapid returns on your network investments.

Enterprises implement the high-performance, secure, responsive networks they need to capture new business opportunities.

Service Providers unlock unique capabilities and services that put them ahead of competitors.

Public Sector organizations can get their network up to speed quicker, savings costs.

Every organization receives maximum value from its network, through the following improvements:

- **Improved operations**
- **Controlled costs**
- **Accelerated market penetration and growth**
- **Managed IT risks**

Network-based businesses race to capture customer attention, market share and profit. Rapid, confident deployment and extension of network services is the key to competitive advantage, securing maximum value from network investments in minimum time.

Whether you are making the transition to Juniper infrastructure, adding Juniper Networks as an alternate vendor, or expanding an established base of Juniper solutions, you can count on Juniper Networks Installation and Configuration services for a fast, confident start.

Startup Services

For Enterprises and Service Providers who want to accelerate their high-performance experience, and quickly experience the time-to-value on their network, Juniper Professional Services provides a series of single-source turnkey installation options.

Installation and Commissioning (Rack and Stack)

Delivery and installation of products at one or more sites includes coordination, remote assistance and onsite product installation. When the client has prepared the site, Juniper dispatches a technician to install the equipment, perform power and interface tests, and establish connectivity to the operations center.

Engineering Furnish and Installation Service (EF&I)

Some installations require services beyond the scope of Basic Installation and Commissioning (above), such as site surveys for Facilities Engineering, or supporting infrastructure such as cabinets, power, grounding, cables and cable trays. Juniper Engineering Furnish and Installation Service includes extended services individualized for each client and location, as well as the full range of basic installation services.

QuickStart Services

Juniper QuickStart services provide an onsite specialist to help your team deploy and configure selected Juniper solutions. QuickStart services include knowledge transfer plus a defined period of post-installation support. Offerings include:

- **SSL QuickStart:** Designed for reduced risk and disruption during transition to your new Juniper Networks SA Series SSL VPN Appliances. Includes onsite assistance with SSL deployment and configuration, knowledge transfer, and 30 calendar days of post-installation support.
- **Firewall Branch Office QuickStart:** Designed to help branch offices make a fast, smooth transition to a new firewall. This includes services of a Juniper consultant to help deploy and configure the firewall, manage onsite knowledge transfer, as well as 15 calendar days of post-installation support.
- **WX Series and WXC Series QuickStart:** Expert assistance with deployment and configuration of the Juniper Networks WX Series and WXC Series Application Acceleration Platforms include onsite deployment and configuration assistance, knowledge transfer, and post-installation support.

Conversion Services

Juniper has distilled the experience of thousands of satisfied clients into introductory and transition services that minimize network disruption and create value quickly.

Vendor Introduction Program (VIP)

VIP is a non-disruptive, cost-effective way to add the technical capability, purchasing flexibility and negotiating leverage of Juniper Networks to your networking vendor options. VIP bundles four services:

- **Onsite Training:** Hands-on training for effective transfer of knowledge and transfer of skills related to Juniper Networks routers and technologies
- **Migration Workshop:** Integration planning assistance to simplify the transition and mitigate risks from moving to a new vendor
- **Lab Test and Pilot:** Help planning and executing pilot and lab tests, with access to the industry-leading IP expertise of Juniper Networks
- **Onsite Engineering:** Assistance with network turn-up and knowledge transfer, and help selecting services that fit your needs

Juniper Enterprise Transition (JET)

Transition services accelerate migration and minimize risk and cost for clients considering Juniper as a new or second vendor, or planning a significant migration from legacy products. JET combines design, planning and deployment assistance for Juniper solutions, with technology and product education for key personnel. JET is scalable to client requirements and includes the following deliverables:

Table 2: JET Deliverables

TRANSITION WORKSHOP	DESIGN REVIEW
Implementation Planning Assistance	Onsite Engineering
Knowledge Transfer for Workshop	Knowledge Transfer for Training

Accelerate Time-to-Value with Juniper Networks Installation and Configuration Services

Juniper Networks Installation and Configuration Services help you convert network investments into business value and competitive advantage—to capture new markets, roll out new services, or raise service levels of current offerings.

Select from Juniper's broad range of services for an offering that fits your new technology, the capabilities of your staff, and the urgency of your requirement. Call your Juniper representative today to determine what Juniper Networks Installation and Configuration Services can do for your organization—or contact Juniper at www.juniper.net/us/en/products-services/install-configuration-services/.

Consulting Services

Expert Assistance to Accelerate Your Network's Value

- **Accelerate Network Design**
- **Accelerate Deployment**
- **Accelerate Business Returns**

Clients planning to build, extend or upgrade their networks using Juniper infrastructure solutions can profit from the in-depth product knowledge and broad experience of Juniper Network Consultants. These highly trained, experienced professionals augment your team to keep your established network protected, up-to-date, performing at its best, and aligned with the goals of your organization.

Juniper Network Consultants are uniquely qualified to help enterprises or service providers design, implement and optimize their networks for confident operation and rapid returns on infrastructure investments. They understand the demands of today's Internet and tomorrow's—for bandwidth efficiency, best-in-class security, solid reliability and cost-effective scaling.

Juniper Networks Consulting Services follow a lifecycle model designed around a time-to-value experience that delivers the greatest value from investments at every phase of the network lifecycle:

- **In the early stages**, a cross-functional team of experts works with IT staff to prioritize business goals for productivity, revenue, market share and user satisfaction. Together, we prepare a joint blueprint aligning network and business goals.
- **Throughout the project**, Juniper Network Consultants provide IT staff with the tools, resources, expertise and training needed to address requirements through the network lifecycle—including tools to meet both the technical and interpersonal demands of a changing network and business environment.
- **As you continuously improve** access to services, deploy new services, extend your user base, and adapt the network to changing environments and infrastructures, tools and training developed during the Juniper Consulting engagement help maintain maximum rate-of-return from network investments throughout its lifecycle.

Count on Juniper Networks Consulting Services to help you accelerate and sustain returns on your network investments.

Assessment and Analysis

Business and service growth may require expansion of network infrastructure—but existing infrastructure is often capable of surprising improvements in availability, performance and security. Juniper Consulting specialists help you get the most from your current network, identifying opportunities and weighing the tradeoffs of various approaches. As with all Juniper Networks Consulting Services, every network assessment is performed according to a detailed Statement of Work customized to your individual requirements.

Security Assessment and Risk Mitigation

Juniper performs a Router Security Assessment and introduces new security solutions matched to the network environment. Juniper Consulting security experts analyze network design and configuration for security exposures, and create solutions appropriate for established security policies and procedures.

CONSULTING SERVICE AT A GLANCE

Assessment and Analysis

- Security Assessment and Risk Mitigation
- Routing Policy Optimization
- Security Policy Optimization

Design and Planning

- Network Architecture and Design

Project Implementation

- Firewall Migrations
- Router Migrations

Routing Policy Optimization

Using the flexible Juniper Networks Junos® operating system, Juniper can help you to eliminate redundancy, organize policies by function, and simplify troubleshooting. These recommendations optimize routing policy for large service provider networks and allow you to achieve maintenance efficiency and operational savings.

Security Policy Optimization

Your firewall security policy is the foundation for the security posture that your Juniper firewall provides. As you introduce new technology over time, the security policy can become bloated with out-of-date information, incorrect host or network definitions, and rules that no longer support the business you are trying to protect. The Juniper Networks Security Policy Optimization service provides best-practice reviews and recommendations regarding your current firewall security policy to mitigate risk and maximize value of your network investment.

Design and Planning

Juniper consultants assist Service Providers, Enterprises, and Public Sector in network and security design and planning, combining design knowledge and implementation experience to optimize technologies associated with Juniper Networks routers.

Providing collaborative assistance for clients building or redesigning their networks, consultants recommend industry best practices and help create software configurations for a secure, scalable, reliable and resilient core infrastructure.

Network Architecture and Design

Major initiatives, and the substantial investments they require, benefit from careful planning in collaboration with veterans of multiple deployments. Bring Juniper consultants into your expansion plans at the earliest possible stage, for experienced guidance that will reduce your project's time, effort, cost and risk.

Project Implementation

Even with solid technical justification, risks that a product upgrade or migration will compromise security, availability or performance can hold back progress. Juniper Networks Consulting Services help you move forward with confidence, backed by deep technical capabilities and experience accumulated over thousands of successful installations.

Firewall Migrations

Migrating to a new Juniper Networks firewall solution is a necessary and smart decision to safeguard the security of your customers, your organization, and your competitive advantage. For a rapid, smooth migration, it is critical for your team to understand the nuances of both your current and new firewall products. You must also be prepared to quickly and confidently address typical conversion challenges created by interpretation errors, human errors, and zone-based versus single-zone policies. The Juniper Networks Firewall Migrations service combines experienced consultants, proven processes, and tested technologies to reduce risk and accelerate migration to your new Juniper firewall.

Router Migrations

The three-phase router migration/upgrade to Juniper Networks routing platform infrastructure includes:

Phase 1: Collection and analysis of migration requirements and assistance with any network engineering required.

Phase 2: Creation of a custom process to convert legacy device configuration into ERX configuration, adaptation to operational requirements, and production, testing and client approval of the complete migration process.

Phase 3: Actual migration of the production network.

Juniper Networks E Series Broadband Services Routers (ERX) migration is available in standard (replacement) or advanced (migration plus configuration) service configurations.

Accelerate Time-To-Value with Juniper Networks Consulting Services

Whether your organization is building a new network, expanding the performance and services of an established network, or exploring alternative suppliers for high-performance network infrastructure, Juniper Networks Consulting Services has offerings to fit your team, your network, and your business. Find detailed, up-to-date service descriptions at www.juniper.net/us/en/products-services/consulting-services/.

Contact Juniper Networks Consulting Services or your local Juniper Networks Authorized Partner to discuss your requirements and collaborate on a detailed Statement of Work.

Juniper Networks Consulting Services accelerates 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 client satisfaction. Your onsite staff works closely with Juniper specialists, building operational capabilities and reducing exposure to IT risks.

Technical Certification

- JNCIA
- JNCIS
- JNCIP
- JNCIE

Technical Training Courses

- Juniper-Delivered Training Information

Education Services

Improved Productivity and Self-Sufficiency for Your Technical Staff

- **Value from Your People**
- **Value from Your Network**
- **Value for Your Future**

Network-based businesses compete on speed—using innovative services and fast competitive response to capture investment capital, customer loyalty and profit. In high-speed business environments, a rapid and confident deployment of network infrastructure is the key to competitive advantage. Juniper Networks Education Services helps build your deployment team to accelerate network planning, configuration and troubleshooting.

Enterprises use Juniper trained and certified staff to keep their networks highly available, protected, performing, and responsive to new business opportunities.

Service Providers count on advanced training in Junos operating system to unlock new network capabilities and services that keep them ahead of competitors.

Public Sector organizations help retain and develop staff with education and certifications.

Every organization can use Juniper Networks Education Services to:

- Recruit and retain motivated, top-performing expert staff
- Stay current with improvements in performance, security and economy
- Reduce costs and delays in network deployment and maintenance
- Accelerate returns on investments through rapid, optimized deployment of new network features and functions

Juniper Networks Education Services offers courses and certifications in Enterprise and Service Provider Routing tailored to the precise requirements of your business—at your facility, through Juniper’s worldwide network of classrooms and labs, or conveniently over the Web. Every course helps build a solid foundation of expertise to motivate your team, improve operational effectiveness, and accelerate the value of your network investments.

Juniper Networks Education Services delivers the knowledge and expertise today’s networking professionals need to keep up with the latest applications of network technology. Delivered through a structured curriculum of courses—with certifications available in key proficiency areas—Juniper offers course content and delivery options to match the requirements of any organization, and the career development goals of networking professionals from novice to expert.

Technical Certification

Juniper Networks Technical Certification consists of platform-specific, multitiered tracks, which enable participants to demonstrate, through a combination of written proficiency exams and hands-on configuration and troubleshooting exams, competence with Juniper Networks technology. Successful candidates demonstrate thorough understanding of Internet and security technologies and Juniper Networks platform configuration and troubleshooting skills. Separate tracks let participants focus on the platform types most pertinent to their job functions and experience.

Professional and Expert level technicians receive direct access to Juniper Networks Technical Assistance Center (JTAC) engineers on priority 1 and 2 cases for any product covered by an active support contract. This privilege accelerates case resolution by combining onsite expertise with the capabilities and resources of senior JTAC engineers. Organizations that hire and train Juniper-certified technicians position themselves for rapid incident response and thorough resolution to maintain the highest levels of availability and business value from their network infrastructure.

Table 3: Juniper Networks Technical Certification Program at a Glance

LEVEL	M SERIES/ T SERIES	E SERIES	ENTERPRISE ROUTING TRACK	ENHANCED SERVICES TRACK	ENTERPRISE SWITCHING TRACK	FIREWALL TRACK	IDP TRACK	SSL VPN TRACK	ACCESS CONTROL TRACK	WX SERIES
Expert	▪				▪					
Professional	▪	▪								
Specialist	▪	▪	▪	▪	▪	▪	▪			
Associate	▪	▪	▪		▪	▪	▪	▪	▪	▪

Technical Training Courses

Juniper Networks courseware trains professionals to install, implement, configure, optimize, operate, and maintain Juniper Networks products. Courses cover Juniper routing, switching, security and application acceleration solutions all the way from networking fundamentals through optimization of IP infrastructure, including advanced topics in Juniper's groundbreaking Junos operating system. Courses are available for the Enterprise and Service Providers:

Enterprise

- **Enterprise Routing:** Platform-specific expertise in Juniper Networks IP networking infrastructure, with options available for specialists at any stage of their professional development
- **Enterprise Switching:** Juniper Networks EX Series Ethernet Switches in a typical network environment, with topics spanning switching concepts, security protocols and design and implementation
- **Security:** Network security expertise from the basics of security management to advanced topics in firewall, VPN, intrusion detection and prevention, and SA Series SSL VPN, with in-depth coverage of how to install, configure and integrate Juniper Networks security solutions
- **Application Acceleration:** Application performance-tuning, acceleration and optimization using the Juniper Networks WX Series Application Acceleration Platforms

Service Provider

- **Junos operating system:** Primarily for service provider networking specialists, in-depth coverage of the operation, configuration, deployment, troubleshooting, security and advanced topics in Junos- and Junose-based Juniper Networks E Series Broadband Services Routers

Course Delivery Options

Access Juniper Networks courseware at Juniper Networks Education Centers and Authorized Education Partner Training Centers located conveniently near major business centers around the world. Most classes are also available for delivery at your own facility to reduce costs and the downtime associated with staff travel—check the course descriptions for facilities requirements.

In addition, many installation, configuration, upgrade and other introductory classes are now available online in Juniper’s efficient, cost-effective e-learning format. These courses are available at no charge and without registration any time of the day or night.

Accelerate Time-to-Value with Juniper Networks Education Services

Juniper Networks Education Services accelerates 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. At the same time, your trained experts on site work closely with Juniper to build operational excellence, to maintain optimal levels of performance, reliability and availability, to scale and adapt to new business requirements, to reduce operational costs and to cut exposure to IT risks. For additional information, please visit www.juniper.net/training/.

Table 4: Juniper Networks Technical Certification Program at a Glance

FOR:		COURSE CATEGORY	TRACK	COURSES AVAILABLE		
				CLASSROOM	WEB	ONSITE
Service Provider	Enterprise	Routing	E Series	▪	▪	▪
			Enterprise Routing	▪	▪	▪
			M Series and T Series	▪	▪	▪
		Switching	Enterprise Switching	▪	▪	▪
		Security	Firewall/IPsec VPN	▪	▪	1
			SA Series SSL VPN	▪	▪	1
			Intrusion Detection and Protection (IDP)	▪		1
			Unified Access Control (UAC)	▪		1
		Application Acceleration	WX Series Application Acceleration	▪		▪
		Junos operating system	Junos operating system	▪	▪	▪
			Junose	▪		▪

¹Security and Application Acceleration courses are available at Juniper Networks Authorization Centers or onsite by special arrangement.

Juniper Networks Service and Support Accelerates Your Time-to-Value

Juniper Customer Service helps you make the most of your investments in high-performance networks, to optimize their flexibility, scale, and performance. Organizations count on Juniper to improve operations, streamline networks for efficient operations, extend their reach and build application and service availability. Juniper Customer Service helps organizations keep their operational costs under control, including administrative costs of installation, provisioning, management and maintenance, and continuing costs of staffing, training and customer service. Juniper helps organizations grow and prosper from rapid introduction and scale-up of innovative services, manage risks by protecting networks from internal and external threats, build a solid foundation for business and service continuity, and assure compliance with IT policies and legal and regulatory obligations.

For complete details, please visit us at: www.juniper.net/products/services/.

TECHNICAL SUPPORT	INSTALLATION AND CONFIGURATION SERVICES
<p>J-Care Technical Services</p> <ul style="list-style-type: none"> • J-Care Essential Services • J-Care Efficiency Services • J-Care Continuity Services • J-Care Agility Services <p>J-Care Agility Services Advanced Options</p> <ul style="list-style-type: none"> • Resident Engineer - Operate • Resident Engineer - Design 	<p>Startup Services</p> <ul style="list-style-type: none"> • Installation and Commissioning (Rack and Stack) • Engineering Furnish and Installation Service • QuickStarts <ul style="list-style-type: none"> - SSL QuickStart - Firewall Branch Office QuickStart - WX Series / WXC Series QuickStart <p>Conversion Services</p> <ul style="list-style-type: none"> • Vendor Introduction Program (VIP) • Juniper Enterprise Transition (JET)
CONSULTING SERVICES	EDUCATION SERVICES
<p>Assessment and Analysis</p> <ul style="list-style-type: none"> • Security Assessment and Risk Mitigation • Routing Policy Optimization • Security Policy Optimization <p>Design & Planning</p> <ul style="list-style-type: none"> • Network Architecture and Design <p>Project Implementation</p> <ul style="list-style-type: none"> • Firewall Migration • Router Migrations 	<p>Technical Certification</p> <ul style="list-style-type: none"> • JNCIA • JNCIS • JNCIP • JNCIE <p>Technical Training Courses</p> <ul style="list-style-type: none"> • Juniper-Delivered Training Information

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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