

FIREWALL BRANCH OFFICE QUICKSTART

Service Overview

Deploying a new firewall for your branch office is a necessary solution that helps maintain a competitive advantage. Yet, a new firewall can be risky. If the transition is delayed, gains can be compromised and time-to-value impeded. Juniper Networks Firewall Branch Office QuickStart can help your organization reduce this risk and ensure a rapid and smooth transition to your new firewall solution.

Service Description

The Juniper Networks® Firewall Branch Office QuickStart¹ service provides the specialized support of a Juniper Networks Professional Services engineer who has the skills and experience to help you deploy and configure a firewall quickly, securely, and efficiently at your operations center. This service also includes onsite knowledge transfer and 15 calendar days of post-installation deployment support.² A Juniper Networks Professional Services consultant is available for follow-up questions during the post-installation support period.³

The Juniper Networks Firewall Branch Office QuickStart service is intended specifically for branch office deployments and is delivered in five phases:

Phase 1: Prequalification and Recommendations

A Juniper Networks Professional Services consultant collects the following information from your organization:

- Product requirements
- Existing physical and logical network topology
- Deployment options: route or transparent mode
- WAN circuits
- Special traffic requirements: VoIP and RPC style applications
- Unified Threat Management (UTM): Deep Inspection (DI), antivirus, URL filtering, and antispam
- VPN requirements

The Juniper Networks Professional Services consultant will then make recommendations about:

- Placement in network
- High availability (HA) considerations
- Features to be used, licensing requirements and performance recommendations
- Any special setup needed based on the applications and resources

Phase 2: Installation Planning

When you receive your customized Firewall Deployment Plan, it addresses:

- Network placement and connection to surrounding network gear
- HA design (active/passive only)
- Security zone design (five zones maximum)
- Routing and switching (static routing only)
- Network address translation outbound
- Policies and objects (30 rules)
- VPN tunnels (three tunnels to other Juniper Networks NetScreen Series Security Systems)
- UTM: DI, antivirus, URL, antisipam
- Monitoring and administration (Syslog/SNMP)
- Recommendation for test plan

Phase 3: Installation

The Professional Services consultant identifies the recommended Juniper Networks ScreenOS® Software release for the device then remotely configures:

- Interfaces and security zones
- Routing and switching
- Network address translation
- Up to 50 address and service objects
- Policies
- VPN tunnels
- Advanced applications
- Advanced firewall features such as flows and zone screens

- Administration and monitoring
- The following steps may be initiated remotely and completed during the onsite visit:
 - Install interface cards
 - Load recommended ScreenOS release onto the device/licenses
 - Connect the device to the network and cutover
 - Assist in post-deployment monitoring while customer executes test plan

Phase 4: Knowledge Transfer

During the onsite phase, your Professional Services expert provides informal knowledge transfer. Topics covered during this information exchange may include:

- Overview of interfaces, zones, virtual routers, and security rule enforcement
- Configuring address and service objects
- Configuring VPN tunnels
- Monitoring of event and traffic logs
- Monitoring of interface statistics
- Troubleshooting with ScreenOS snoop and debugs

Phase 5: Post-Installation Support

Once deployed, your organization receives support for 15 calendar days. During this phase, you can pose firewall configuration-related questions to a designated team of Juniper Networks experts by phone or e-mail. These Professional Services engineers are available Monday through Friday, between 9:00 a.m. and 5:00 p.m. local time and have one business day to respond.

Features and Benefits

Features	Feature Description	Benefits
Pre-qualification and recommendations	Information is collected about your requirements to develop a customized firewall deployment plan	Minimizes time and effort involved in plan development to support rapid deployment
Onsite Juniper Professional Services engineer	Helps deploy and configure the firewall at your operations center	Reduces or eliminates the cost of debugging and fixing errors during deployment
Onsite knowledge transfer	Your Professional Services engineer addresses topics such as interfaces, zones, virtual routers, security rule enforcement, basic configuration and troubleshooting, monitoring of event and traffic logs, or other appropriate topics as requested by your staff	<ul style="list-style-type: none"> • Accelerates deployment of branch firewalls • Accelerates the readiness of employees and helps expand market reach • Creates fully informed IT staff for improved operational efficiencies and application performance
15 calendar days of post-installation support	Phone and e-mail access to a team of Professional Services engineers	<ul style="list-style-type: none"> • Significantly lowers learning curve • Optimizes value of high-performance networking through software and configuration support

Service Specifications

Juniper Responsibilities	Customer Responsibilities
Provide a Juniper Networks Professional Services engineer to: <ul style="list-style-type: none"> • Help deploy and configure the firewall at your branch office • Be available for 15 days of remote post-installation support • Be part of a designated team available for follow-up questions during normal business hours as agreed upon in SOW 	<ul style="list-style-type: none"> • Complete and sign questionnaire prior to the scheduling of Juniper's onsite resource • Provide a designated project manager or point-of-contact to interface with Juniper Networks for daily issues and coordination of resources • Provide access to applications, databases, and in-house technical resources as required • Have a test plan for all critical applications

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

Firewall Branch Office QuickStart is available globally using part number: PRO-FW-QUICK. Please contact your local Juniper Partner or Juniper Networks account manager for details.⁴

Notes

¹ Other QuickStart offerings include: SSL QuickStart that reduces risk and disruption during transition to Juniper Networks SA Series SSL VPN Appliances and WXC QuickStart that assists with deployment and configuration of the Juniper Networks WXC Series Application Acceleration Platforms.

² This program should not be viewed as a substitute for a maintenance contract. After the 15-day period, standard warranty coverage applies unless you have purchased a valid support contract from Juniper Networks or your reseller.

³ The engineer who assists in the installation or a member of this dedicated team will be available during normal business hours. The Juniper Networks Technical Assistance Center (JTAC) resources are available 24 hours a day, seven days a week.

⁴ Firewall Branch Office Quickstart pricing includes installation of up to two Active/Passive clusters, four devices maximum, at a single data center location. Independent devices would be a two-device maximum at a single data center location.

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC Headquarters

Juniper Networks (Hong Kong)
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
Airside Business Park
Swords, County Dublin, Ireland
Phone: 35.31.8903.600
EMEA Sales: 00800.4586.4737
Fax: 35.31.8903.601

To purchase Juniper Networks solutions, please contact your Juniper Networks representative at 1-866-298-6428 or authorized reseller.

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