

FOCUSED TECHNICAL SUPPORT

Service Overview

Focused Technical Support provides you with access to a designated team of senior Juniper Networks engineers. Focused Technical Support is an offering that many customers choose to enhance their Juniper Care Plus service.

Service Description

Juniper Networks® Focused Technical Support provides support for high-priority issues that can be customized to meet your specific network needs. This service allows you access to a designated team of senior engineers with extensive experience and highly focused troubleshooting skills relevant to your network profile and operating requirements.

With in-depth knowledge of your network, this team provides tailored support service, so that you can be confident that high-priority problems are handled with a sense of urgency and a high level of efficiency by a team that knows your network and its complexity.

Features and Benefits

Feature	Feature Description	Benefit
Focused technical support	Access to a designated team of senior engineers for troubleshooting support, in-depth diagnostics, and root-cause analysis for critical and complex network issues	Reduce OpEx and service disruption on your network through tailored, efficient support services from Juniper's award-winning support organization
Designated technical engineer	Access to a named Juniper engineer who acts as the lead support interface with the Focused Technical Support team	Gain personalized support, with regular case updates, from a named Juniper engineer, who is your lead interface with Juniper's team of network vendor experts, helping ensure that you get the most focused and responsive technical support for your mission-critical network

Service Deliverables

Focused Technical Support

- **Access to a designated team of senior engineers:** The Focused Technical Support Services team has in-depth knowledge of the infrastructure and technologies that are present in your network profile, including your network topology, features, configurations, and service history. The team collects this information both through direct and regular contact with you and through other Juniper Care Service features, including automated incident management and inventory management assistance, enabled by Juniper Networks Junos® Space Service Now¹ technology. Access to Focused Technical Support Services is limited to high-priority cases and normal business hours (see details in the “Service Specifications” section).
- **Troubleshooting support for critical and complex network issues:** The Focused Technical Support Services team focuses on service requests that are tagged Priority 1² or Priority 2³ (P1 or P2) and any other issues that require additional attention and are escalated by the service manager.
- **In-depth diagnostics and root-cause analysis for problems that affect the network:** For customer-reported issues, the Focused Technical Support team endeavors to replicate the problem in the Juniper Networks lab environment to determine the root cause, verify a fix, and recommend a solution. The goal of in-depth diagnostics is to find a solution to the immediate network problem and to help determine the best way to prevent the problem from recurring.

Designated Technical Engineer

- Access to a named Juniper engineer who acts as the lead support interface with the Focused Technical Support Services team: A lead engineer is designated for each technology group (see details in “Service Specifications” section), who helps coordinate the communications between you and the Focused Technical Support Services team for the product line covered under the Focused Technical Support service contract.
- Regular review calls with your team to assist in any escalation that may be requested: The designated technical engineer represents the Focused Technical Support Services team on regular review calls with you and assists in any escalation that may be requested.
- Regular updates on specific cases, solution progress, and overall performance: The designated technical engineer provides updates on technical knowledge for specific cases, solution progress, and overall performance at the biweekly conference call and quarterly review meeting hosted by the designated contact on the service management desk.

Service Specifications

The service contract includes access to the deliverables defined in the “Service Deliverables” section, which are delivered remotely. For additional details, please refer to the service description document.

The Focused Technical Support service is available during local business hours at the following Juniper Technical Assistance Centers (JTACs):

- Sunnyvale, California (Monday through Friday, 9 a.m. through 6 p.m. PST)
- Herndon, Virginia (Monday through Friday, 9 a.m. through 6 p.m. EST)
- Schiphol-Rijk, Netherlands (Monday through Friday, 9 a.m. through 6 p.m. CET)
- Asia-Pacific region service availability varies by country; please contact the Juniper Networks service business manager in your region for details

The Focused Technical Support service is currently available for the following Juniper Networks products, listed by technology groups:

- Group 1: M Series Multiservice Edge Routers, MX Series 3D Universal Edge Routers, T Series Core Routers
- Group 2: E Series Broadband Services Routers
- Group 3: EX Series Ethernet Switches
- Group 4: Firewall/IPsec VPN

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.

Service Eligibility and Ordering

Focused Technical Support Services are available only to Juniper Care Plus Services customers. Customers must have an active Juniper Care Plus Services contract to be eligible for Focused Technical Support Services.

Focused Technical Support Services can be purchased directly from Juniper Networks or through an authorized Juniper Partner.

Notes

1 Juniper Service Automation is a Juniper Networks technology that includes the following components: Advanced Insight Scripts, which run on each Juniper Networks Junos OS-based device; Service Now and Service Insight applications that run on the Junos Space platform installed as a virtual or hardware appliance at your site; and Juniper Networks Support Systems, which are located within Juniper Networks premises. Service Now release notes can be found at www.juniper.net/support/products/space.

2 Priority 1 – Critical. Juniper defines a P1 case as a total loss or continuous instability of mission-critical functionality. Scenarios include a network or system that is down and causing users to experience a total loss of service or inability to use a feature or function that is currently relied on for mission-critical activities. Juniper Technical Assistance Center (JTAC) resources are dedicated to the problem 24x7x365 until a resolution or workaround is in place. You must also provide designated resources that are available 24x7x365 and the capability to provide necessary diagnostic information above and beyond that gathered by automated incident management features. Note that if the assigned JTAC engineer cannot reach you (the designated resource) within one hour, the priority will be lowered.

3 Priority 2 – High. Juniper defines a P2 case as one in which issues are impairing, but not causing a total loss of, mission-critical functionality; or in which intermittent issues affect mission-critical functionality; or in which a feature that is not currently relied on for mission-critical functionality cannot be deployed; or in which redundancy of a critical hardware component has been lost.

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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