

Service Provider Customer Portal for Juniper Networks® SRX and vSRX Services

OneConfig's customer portal helps Service Providers deliver a great customer experience for their Juniper-based physical, virtual and SDN services.

Challenge

Providing a great customer experience is essential for a successful product offering. Giving customers visibility of their managed devices, and detailed AppSecure reports, provides tangible proof of the value the Service Provider is delivering. However, providing this visibility and reporting in a simple, intuitive portal is a challenging technical task.

Solution

OneConfig's Customer Portal solution provides Service Providers with a secure, intuitive self service management portal that connects to physical (SRX), virtual (vSRX) devices. OneConfig provides real time device visibility and detailed AppSecure reporting. OneConfig integrates with Contrail.

Benefits

- Helps raises NPS by delivering a great customer experience
- Provides competitive differentiation in a busy market segment
- Simple and intuitive to use, no Juniper experience required
- Quick setup, fully managed multi-tenancy platform
- Works with Junos, no agents or other software required

Juniper Networks SRX and vSRX devices are trusted by Service Providers around the world who use them to deliver reliable, high performance services to their customers. Typically these devices are managed by the Service Provider and the customer has little or no visibility or reporting from the managed device. However, many customers want detailed visibility and on-demand reporting of their managed devices.

OneConfig has developed a truly customer-centric solution that allows Service Providers to solve this visibility problem. OneConfig's portal is a multi-tenanted web-based solution that safely allows customers to access their managed Juniper devices. Service Provider can give users appropriate access to view or make configuration changes using OneConfig's role-based access controls. Customers do not require Juniper skills to use the portal. The portal gives customers a real time view of device configuration, performance graphs and detailed AppSecure reports.

The Challenge

Great customer experience is essential for delivering a successful product. Currently Service Providers do not have a practical way to give their customers visibility of their managed Juniper devices, yet many customers want this capability. Customers want to be able to view real time performance graphs, see their device configuration details and generate detailed AppSecure reports. Giving them command line access for this purpose is not a feasible solution, particularly as many customers do not have Juniper skills.

The Solution

OneConfig's Customer Self Service Portal enables Service Providers to deliver an outstanding customer experience. Customers can use the intuitive portal interface to get real time access to their managed device, allowing them to:

- view device details and status
- view detailed configuration information
- make configuration changes (if permitted)
- view real time performance graphs
- view and generate detailed AppSecure reports

OneConfig integrates with SDN solutions, including Juniper's Contrail platform, to become part of the Service Provider's service orchestration. This ensures a simpler, faster service delivery for end customers. OneConfig's portal can also be used by the Service Provider's engineers to manage SRX and vSRX instances internally.

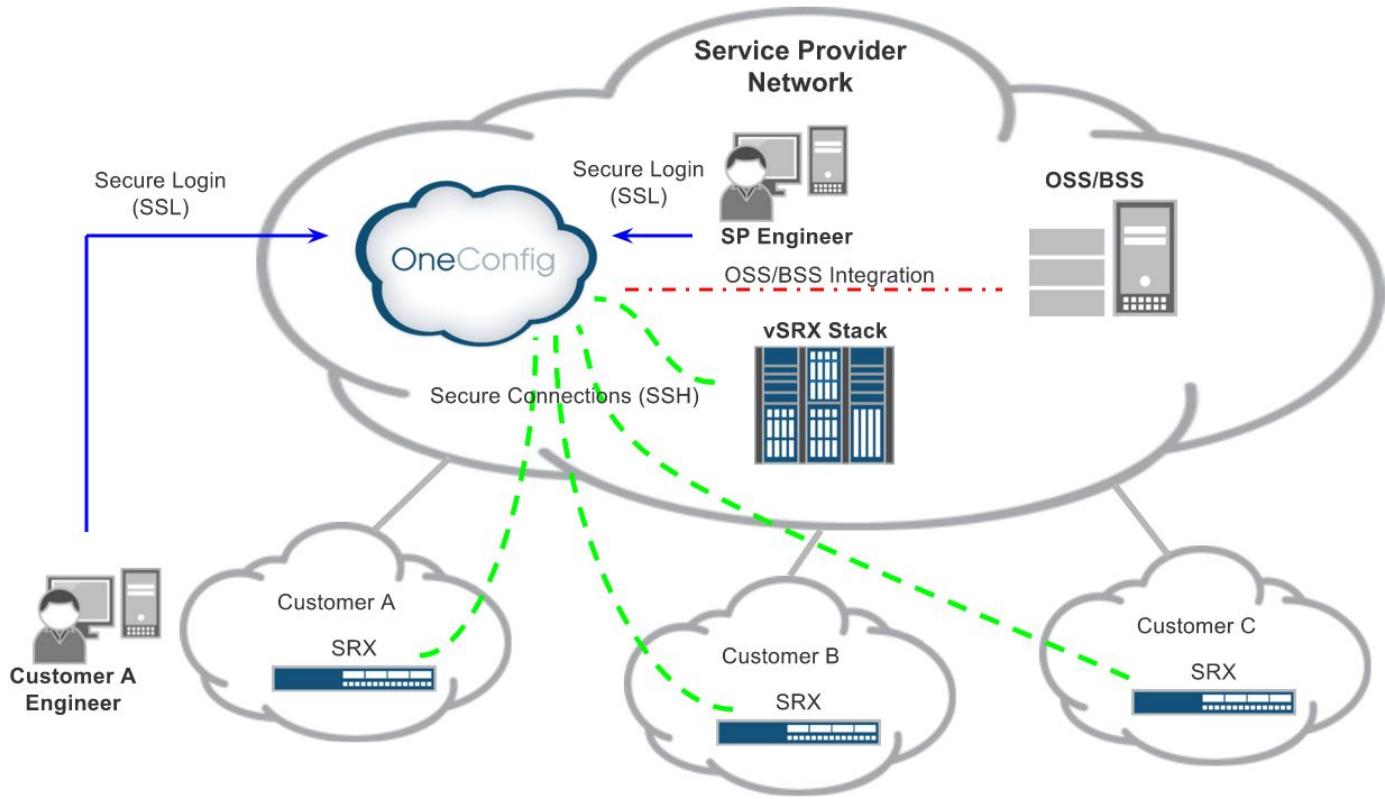


Figure 1: OneConfig Portal Solution in a hybrid Service Provider environment with Juniper Networks SRX and vSRX.

Features and Benefits

Easy to use web-based management: provides customers with an intuitive interface that allows them to view their managed device without the need for Juniper skills or training. Service Providers enhance their product offering by providing an excellent customer experience through simplified device access for their customers.

Detailed AppSecure reporting: knowing what threats and issues a managed SRX has detected and mitigated provides significant value to customers. Without this reporting they are unaware of the value their Service Provider is delivering. However, using OneConfig they can see and appreciate that value on an ongoing basis. Reporting also assists them to deal with internal threats, allowing them to better protect their business.

Secure, multi-tenancy platform: OneConfig can be deployed and integrated quickly. Multi-tenancy ensures Service Providers can manage multiple customer environments from a single interface. OneConfig works directly with Junos so no agents or other software is required in order for it to work. OneConfig is a fully managed service that can be delivered from the cloud or on-premises. Flexible SaaS-based licensing allows Service Providers to scale usage on demand.

Additional features - rating and billing: OneConfig's platform can provide usage rating and billing functions to help Service Providers track customer usage of services. This includes: tracking data throughput on a per device basis;

tracking number of vSRX licenses in use at any given time; or other real time metrics to facilitate innovative product offerings.

SDN/Contrail Integration: OneConfig integrates with Contrail to facilitate improved service orchestration. OneConfig's platform can provide users (customer users and/or Service Provider administrators) with the ability to create new instances of vSRX, including left/right (inside/outside) network connection details. OneConfig uses REST API to integrate to Service Providers existing OSS/BSS platform e.g. for billing updates for customer services.

Internal administration: OneConfig can be used as a simplified internal operations tool for network administration purposes. Because of its intuitive interface, junior engineers with no Juniper experience can use OneConfig to perform most day-to-day tasks, including regular customer moves, adds, changes or deletes. This allows the service provider to reduce operations costs and free up their senior engineers to work on higher value tasks.

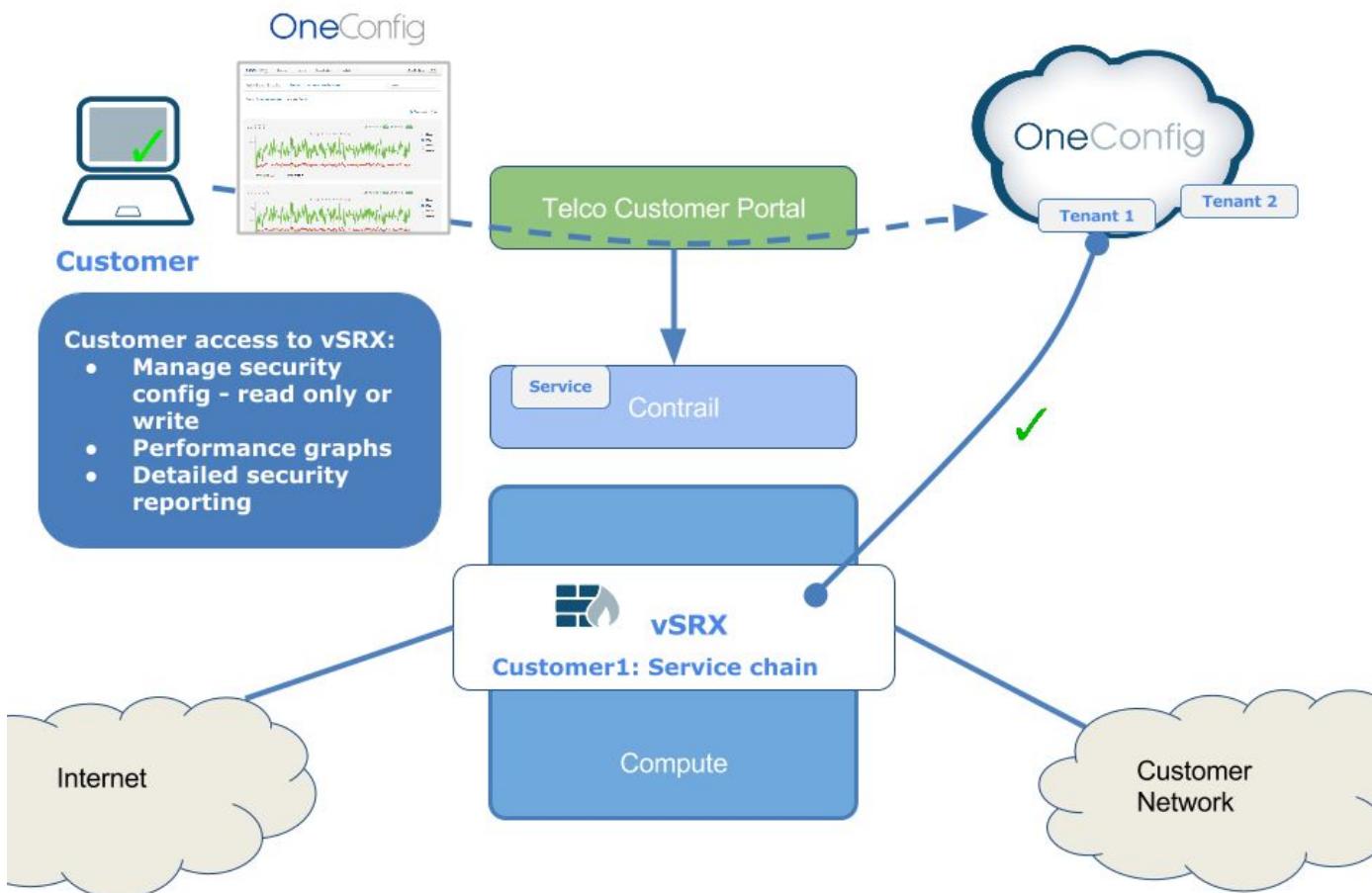


Figure 2: OneConfig Customer Portal integrated with Contrail providing end-to-end customer self service.

Solution Components

OneConfig is a web-based platform that can be delivered via the cloud or installed on-premises. The platform is fully managed by the OneConfig team and is licensed on a subscription basis. All communication is secure: devices connect to OneConfig using SSH and users login to OneConfig over SSL. A small configuration addition is made to each device to

instruct it to make an outbound connection to OneConfig. (When OneConfig is integrated into Contrail, this configuration addition is automated). All device connections are authenticated and secure. OneConfig is a multi-tiered platform with separation of application functions and security between each application layer. OneConfig is used by some of the world's largest telecommunications companies and complies with their strict security requirements.

Summary

Customers want visibility of their managed devices and a great customer experience. Delivering this via a flexible web-based portal adds significant value to Service Providers' product offerings. Detailed AppSecure reporting keeps the customer informed and is a proof point of the value the Service Provider is delivering. OneConfig's solution, deployed in a Juniper SRX and/or vSRX environment, makes this all possible via an intuitive management portal. OneConfig can be integrated with Contrail to provide a simple end-to-end service orchestration interface, including customer self service provisioning.

Next Steps

To find out more about this solution, or to arrange a product demonstration, please contact OneConfig at info@oneconfig.com.

About OneConfig

OneConfig is a developer of innovative tools for the Juniper ecosystem and has offices in Sydney, Australia and Cape Town, South Africa. Customers include Telstra, NTT, Juniper Networks, Amnesty International, CommVerge and many others. OneConfig is a Juniper Networks Technology Alliance Partner (since 2013).

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