JUNIPER OPTIMUM CARE

Service Overview

An Ongoing Proactive Service Creating a Partnership for Optimum Network Performance

Network operations managers are facing a triple mandate—optimize the network, avoid issues, and minimize downtime. Juniper Optimum Care addresses all of these mandates. By establishing an ongoing partnership between Juniper and the IT organization, a process is created to optimize software versions, configurations, and hardware to meet changing business needs.

By subscribing to Juniper Optimum Care, you have access to best-practice information to assure that your network is constantly optimized and that you are avoiding any known issues. Subscribers to this service also gain regular status reports, showing how the network is performing over time (trend analysis reports).

Service Description

For the successful operation of a network, it is just as important to optimize the network and to prevent issues as it is to quickly resolve issues if they occur. Juniper Optimum Care combines the benefits of Juniper Care Plus with the ongoing reports from the Juniper Networks Productivity Service.

Juniper Optimum Care keeps the network at optimum readiness through high-touch support (a Service Manager), and personalized services and a set of proactive network consulting services/reports. All of these features mitigate risk for organizations, provide application reliability, reduce the learning curve, and accelerate time to value.

With limited IT budgets and evolving networks, it is expensive to retain in-house expertise. It becomes cost effective to rely on Juniper's experts to provide proactive, technical consulting essential to case avoidance and operational excellence.

An **ongoing**, proactive technical service is especially valuable as it permits **trend analysis**—leading to measurable improvements and to reports showing improvement and "value" in the IT department.

To order this service, a Juniper Care contract must be in place. This assures that the organization can take full advantage of all Juniper Optimum Care's features and benefits.

Juniper Optimum Care uses a proactive, prescriptive approach to closely collaborate with the end user to create an optimized network specific to the business needs. This service aims to create an ongoing technical relationship with the customer to assist in the avoidance of issues and maximize the performance of the Juniper solution. The goal is to reduce network risk while ensuring a smooth and efficient operation of the Juniper network.

By doing a risk assessment, analyzing the device configurations, and evaluating the suitability of the particular software version running on the Juniper devices, a lot of issues can be avoided—leading to both faster performance and fewer Juniper Networks Technical Assistance Center (JTAC) cases. Real performance data for Juniper devices is gathered from the network. This information is then used to recommend actions for performance improvements and to provide trend data showing the impact of previous activities.

Continuous Improvement

Operational excellence requires constant effort. Networks change, new issues are discovered, and network services are added and removed all the time. The configurations, software versions, etc., which result in operational excellence at one point in time, have to be updated to reflect changing needs.

Juniper Optimum Care achieves continuous operational excellence by repeatedly performing product performance optimization, configuration analysis, and software life-cycle analysis. These analyses result in reports that are presented to the network operations teams, where Juniper's technical experts can answer any technical questions. By bringing in experts remotely, there is access to a large number of subject matter experts on any particular question that might come up.

Cadence and Frequency

At service initialization, a full baseline analysis of the network is performed, and the findings are reviewed. Following this, a Service Support Plan is created. When this plan is implemented—for example, configuration or software is changed—new analysis and reports are done. The frequency of the reports and meetings varies depending on the speed and rate of change in the network, but at a minimum this is done every two months.
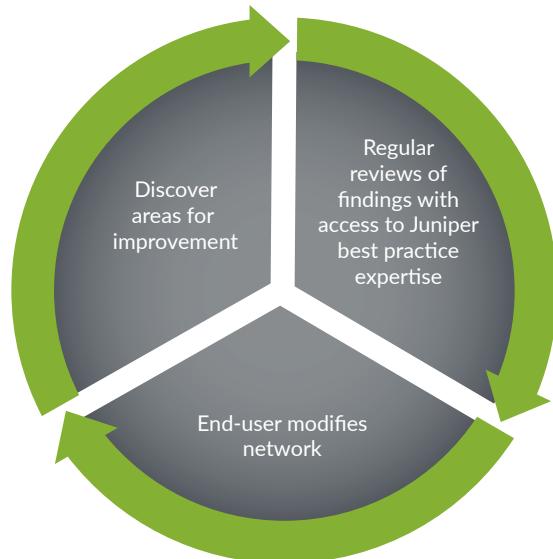
Features and Benefits

Tailored to your unique network requirements, Juniper Optimum Care helps your IT operation's team create an ongoing partnership with Juniper engineers that achieves operational excellence by:

- Discovering potential problems proactively in configurations and software versions before they lead to network issues
- Recommending the best software version and improvements to running configurations to achieve
- optimal network performance
- Giving "best-practice" recommendations
- Measuring performance regularly and creating trend analysis and optimization recommendations
- Providing a named Service Manager to help with the setup and scheduling of reports, as well as serving as a contact point when involved with issues before JTAC (business hours only)
- Offering Expert-to-Expert Access, a 24x7 connection to senior JTAC engineers for faster issue resolution

All engineers are remote and can consult the best experts from anywhere inside Juniper.

Feature	Feature Description	Benefit
Service Manager	This is a single point of contact for all service-related activities. The Service Manager oversees the delivery of all entitled services in Juniper Optimum Care and manages case escalations.	This service provides efficient resolution of service issues. It ensures that you are represented within Juniper and that your organizational or IT requirements are met.
Expert-to-Expert Access	This service provides access to a designated team of senior JTAC engineers for all Priority 1 and Priority 2 issues on a 24x7 basis.	Fast resolution of mission-critical hardware and software incidents significantly accelerates the mean time to resolution (MTTR) resulting in high network availability.
Software Life-Cycle Management	This service ensures that software is selected that is optimized for the devices and features desired in the network, and that upgrades are recommended when appropriate, based on bugs and network needs. This service ensures a timely plan for software replacement before obsolescence.	You can avoid known issues and select the optimum feature set that is matched to the actual hardware in the network. This service minimizes unnecessary upgrades, while reducing the risk of known bugs and optimizing the feature set to network needs.
Configuration Analysis	This service makes sure that all desired features are properly configured and in an optimal way.	This service helps you avoid issues due to misconfiguration, and assures proper operation of desired network services, while minimizing overhead due to unneeded feature enablement.

Feature	Feature Description	Benefit
Remote Technical Consultation	This service offers remote, phone, and e-mail-based advice and Q&A for technical questions on software, configuration, service automation, and product performance optimization.	This service allows you to schedule regular or ad-hoc sessions during normal delivery of reports, to address areas of concern Juniper "best practices" for your network are provided.
Product Performance Optimization	Ongoing, bimonthly reports on network performance are provided.	This service allows you to schedule regular or ad-hoc sessions during normal delivery of reports, to address areas of concern Juniper "best practices" for your network are provided. This service provides a trend line and an audit trail showing continuous performance improvements and areas that should be targeted for future action.

Service Elements

The service is based on access to remote Juniper engineers with a Service Manager who oversees all contacts between your company and Juniper remote engineers.

The Service Manager sets up an initial meeting with your IT team and Juniper engineers, where the engineers gather information about your network topology and understand how you use your Juniper gear in order to meet your business needs. After that initial meeting, Juniper creates a baseline of your product performance and analyzes your software and configuration.

All delivery areas are proactive in focus and are aimed at preventing issues rather than resolving new JTAC cases.

The following are the elements in the ongoing technical service.

The seven delivery areas are as follows:

1. Service Manager (normal business hours)
2. Expert-to-Expert Access, (24x7)
3. Software Life-Cycle Management
4. Configuration Analysis
5. Product Performance Optimization
6. Remote Technical Consultation

Features and Benefits

Service Manager

The Juniper Service Manager is a named contact and your advocate within Juniper to manage all service-related activities during local business hours. Your Service Manager is the single point of contact within Juniper to oversee the delivery of all entitled services in the Juniper Optimum Care offering. The Service Manager's responsibilities include:

- Formulate and deliver a Service Support Plan
- Provide account setup assistance and ongoing account management to ensure that you have access to service deliverables in the Juniper Optimum Care offering and appropriate resources within Juniper
- Proactively manage customer escalation related to service support, service readiness, and service planning, working with Juniper internal delivery teams. The Service Manager owns the escalation through the issue resolution lifecycle, coordinating the remediation plan with Juniper Networks internal delivery teams and ensuring timely communication and resolution
- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities
- Conduct quarterly operational review meetings to discuss your specific product and service performance metrics, related trends, and planned services activities
- The Service Manager will proactively monitor and review Technical Services Bulletins (TSB's) relevant to the End User's current known IB, follow up to ensure the End User is aware and can take action as needed. TSB's include notifications on software and hardware updates, new software releases, End-of-Life announcements, and service and support news.
- Provide case trend analysis that includes a regular review of your reports to identify repeat tactical hardware, software, or operational issues
- Provide logistic and operational assistance
- Provide proactive case planning
- Track and plan all of your entitled service deliverables such as training credits and consulting credits, and provide a report on credit usage and balance
- Assist in service planning based on your specific needs and where you are in the services life cycle
- Identify your training needs and coordinate with Juniper teams to help you plan budget and resources

Expert-to-Expert Access

Expert-to-Expert Access provides direct access to a team of senior JTAC engineers. You can open Priority 1 and Priority 2 cases on a 24x7 basis directly with a team composed of senior JTAC engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive your high-priority issues to resolution.

Definitions of Priority 1 and Priority 2 Cases

Please refer to JTAC User Guide - www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf to understand the definition of Priority 1 and 2 cases.

Software Life-Cycle Management

This service ensures that all Juniper (Juniper Networks Junos operating system) devices in the network are running software that is optimized to the customer's network and business needs, and it makes sure that the software is supported. It provides ongoing guidance based on industry experience deploying Juniper equipment in similar situations.

Juniper engineers do the following:

- Provide software recommendations for optimal support of existing and new hardware/feature implementation, which reduces potential risk and increases success of deployment and decreases probability of future issues
- Provide best-practice upgrade procedures to minimize risk associated with deployment of new software
- Provide risk analysis of recommended software version upgrades
- Identify and recommend software version targets for devices that might be reaching EOL or EOS

Configuration Analysis

The configuration analysis ensures that the Juniper device configurations in the network are optimally implemented based on industry experience deploying Juniper equipment.

Juniper engineers do the following:

- Identify and recommend product configuration optimization opportunities for existing Juniper devices (Junos OS)
- Review new configurations prior to new deployment or implementation
- Provide improvement recommendations to standardized configurations and templates

Product Performance Optimization

The product performance optimization provides bimonthly reports to analyze performance trends of the Juniper technology in the customer's network by establishing a baseline and periodically sampling Juniper device data. This ongoing activity creates the opportunity for engineers to gather trend data, which can be used to show ongoing improvements or persistent network trouble spots. Engineers use this information when disseminating the objectively gathered data to upper management.

The Juniper engineers do the following:

- Collect device health data and perform analysis on a routine basis to identify areas that might require corrective action or awareness
- Identify areas of concern for potential malfunctioning hardware components, undetected problems, data abnormalities, and unexpected trends
- Recommend actions and improvements to identify areas of concern
- Establish data trend analysis for device health and scale

Technical Consultation

Juniper engineers provide technical advice and consultation via direct phone calls or e-mails during regular business hours. The technical consultation focuses on the following categories:

- Software life-cycle management
- Configuration analysis
- Product performance optimization
- Proactive communication such as Security Incident Response Team (SIRT), PBNs, EOL notifications

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

Juniper Optimum Care is available globally for customers who are subscribers of Juniper Care. For details, please contact your local Juniper partner or Juniper Networks Services Business Manager.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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