

# Professional Services Credits

## Product Overview

Today's organizations are under constant pressure to meet dynamic market demands while increasing their return on investment. To meet these expectations, there is significant reliance on the company's IT department to align and deliver on the organization's objectives with limited budget and resources, and changing service needs. To help achieve these objectives, Professional Services Credits enable you to allocate budget for Juniper Networks Professional Services prior to identifying engagement(s).

Professional Services Credits may be purchased and subsequently consumed over a period of up to 12 months.

## Professional Services Credits Description

Professional Services Credits allow you to budget for your anticipated Juniper Networks® Professional Services requirements over a one year period. The credits may be used for prepayment of firm fixed price engagements that have a fixed scope and defined deliverables. Credits may not be used for duration-based contracts that have no predefined scope.

Examples of the type of engagements that may be purchased with credits include:

- **Assessments**—to help you understand the networking options available and to plan your technology roadmap
- **JumpStart Services**—to aid in the adoption and initial implementation of key Juniper software products and solutions
- **Design Services**—to assist you with the creation of network design and design validation
- **Deployment Services**—to help you install, configure, and integrate the new network into your existing environment
- **Migration Services**—to help you plan and execute the move from your existing network to your new Juniper network

Professional Services Credits are available in blocks of 1, 10, 25, and 50 and are purchased with a purchase order. The associated Professional Services must be delivered within 12 months of purchase.

## Using PS Credits

When credits are consumed, each service engagement requires a purchase order against your Professional Services Credit balance and a Juniper Networks Statement of Work. Engagement with Professional Services for consumption of credits is via standard Professional Services processes. Quarterly credit statements are sent to you so that you are aware of the number of credits used and the number remaining to be allocated to projects. This provides you with visibility and control over your credit status.

## Limitations on the Purchase and Use of Credits

The following limitations apply when purchasing and using credits:

- Credits must be ordered via the local entity and take local delivery requirements into account.
- Credits are not discountable.
- The minimum order value is 10 Professional Services credits.
- Minimum call-off (use of credits) = 5 credits with no partial credit spend permitted.
- Invoicing is 100% at the time of purchasing the credits.



## Features and Benefits

- Plan for Professional Services needs in advance.
- Smart budgeting—allocate Professional Services budget prior to identifying engagement(s).
- Flexible budgeting—acquire and use professional services throughout the year.
- Minimize losing unused budget—as you approach the end of your budget cycle.
- It's easily and simple—just redeem your PS Credits for firm fixed price services or packaged services.

## Juniper Networks Professional Services

Regardless of the type of engagement being purchased with Professional Services Credits, Juniper Networks Professional Services consultants and engineers are uniquely qualified to assist in the delivery of assessments, as well as the design, implementation, and optimization of your network. Your onsite staff will work closely with Juniper Networks specialists, building operational capabilities and reducing your exposure to IT risks. As a result of our experience involving numerous customers around the world, Juniper Networks Professional Services is able to help you design, implement, and optimize your network for confident operation and rapid returns on infrastructure investments. These professionals understand today's network and security demands and those that are just around the corner—for bandwidth efficiency, best-in-class security, solid reliability, and cost-effective scaling.

## Juniper Networks Service 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](http://www.juniper.net/us/en/products-services).

## Ordering Information

To order Professional Services Credits or for additional information, please contact your Juniper account manager.

SKU	Description
PRO-PSCREDIT-1	Professional Service Credit-1 credit block. Credits are valid for a period of 12 months and will be delivered with the 12 month period.
PRO-PSCREDIT-10	Professional Service Credits-10 credit block. Credits are valid for a period of 12 months and will be delivered with the 12 month period.
PRO-PSCREDIT-25	Professional Service Credits-25 credit block. Credits are valid for a period of 12 months and will be delivered with the 12 month period.
PRO-PSCREDIT-50	Professional Service Credits-50 credit block. Credits are valid for a period of 12 months and will be delivered with the 12 month period.

## About Juniper Networks

Juniper Networks challenges the status quo with products, solutions and services that transform the economics of networking. Our team co-innovates with customers and partners to deliver automated, scalable and secure networks with agility, performance and value. Additional information can be found at [Juniper Networks](http://Juniper Networks) or connect with Juniper on [Twitter](https://twitter.com/juniper) and [Facebook](https://facebook.com/juniper).

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