

Advanced Services Consultants

Operations and Architect Focus

Service Overview

Whether your organization competes in today's highly competitive and dynamic market or provides high-value public services, there is tremendous pressure on your IT and operational staff to continuously adapt and scale your network so that it evolves with the business. To accomplish this, staff members must maintain their expertise in constantly evolving technologies and vendor products, while simultaneously deploying new network capabilities.

Juniper Networks Advanced Services Consultants service can provide organizations with the flexibility to use either full-time or part-time Juniper expertise when and where it is most needed to efficiently fill potential skills gaps, without having to hire additional resources.

Service Description

Juniper Networks provides three levels of Advanced Services Consultants, all of which provide highly customized assistance to your organization. Bringing the most specialized skills in the industry to your company, Advanced Services Consultants focus on all technical aspects of your Juniper Networks products. Because they work closely with your staff, Advanced Services Consultants become thoroughly familiar with your unique processes and requirements, your network's specific configurations and challenges, and your staff's strengths and limitations.

Advanced Services Consultants are available to visit onsite at your location (except for remote services) for required meetings and planned activities and to assist during critical network issues. Advanced Services Consultants are available either full-time or part-time subject to your needs.

This service comes with two different focus areas: Operations and Architecture:

Advanced Services Consultants (Operations) are available for 6- or 12-month engagements to provide highly customized operational assistance to your organization. This means that your Advanced Services Consultant can help you avoid many network issues before they arise—and is fully prepared to help resolve issues quickly when they do occur. The Advanced Services Consultant also assists with deployment of Juniper Networks equipment, post cutover activities, and day-to-day operations for larger networks.

Advanced Services Consultants (Proact) provide equivalent services to Advanced Services Consultants (Operations), but for variable engagement periods subject to your requirements. They can also be available remotely to support your local time zone. Remote services will be provided in the local language whenever possible; if not possible, services will be provided in English.

Advanced Services Consultants (Architect) are available for 6- or 12-month engagements, providing highly customized network architecture and design assistance to your organization.

Service Details

Advanced Services Consultants (Operations) and Advanced Services Consultants (Proact) activities include:

- Enhancement and maintenance of network operational support procedures, including:
 - Troubleshooting and operational guidelines
 - Automation
 - Best practices



- Guidance on key performance indicators, baselines, and exception reporting
- Guidance regarding new software updates and hardware features that Juniper believes can help to enhance your operational environment
- Problem Report-related activities, including fix verification and delivery of root cause analysis
- Validation testing of Juniper products such as regression, feature functionality, and fix verification testing
- Assistance with implementation, integration, or migration planning and changes
- Ongoing informal training related to the operational aspects of Juniper products
- Help with troubleshooting of high-priority or chronic network issues using familiarization with your network (by request of the customer or the Juniper Networks® Technical Assistance Center)

Advanced Services Consultants (Architect) activities include:

- Leading requirements gathering, design, and technology workshops, including:
 - Best practices reviews
 - Design reviews
 - Documentation and discussions
- Providing industry experience to assist with defining service definitions for your business requests
- Acting as a liaison with Juniper Networks engineering groups to relay and drive the functionality requirements specific to your environment
- Trending and exception analysis with respect to network capacity expectations and network performance
- Leading or assisting with creating detailed designs
- Ongoing informal training regarding available information on Juniper Networks solutions and technologies
- Help with the troubleshooting of architectural or design-based issues using familiarization with your network (by customer or JTAC request)

Features and Benefits

Table 1: Advanced Services Consultant (Operations) and Advanced Services Consultant (Proact) Features and Benefits

Feature	Feature Description	Benefit
Enhancement and maintenance of standard network operation and equipment operating procedures	<ul style="list-style-type: none"> • Brings an understanding of best practices to proactively prevent issues that other customers have experienced. • Uses knowledge of your network to assist in development and implementation of standard operating procedures and practices. 	<ul style="list-style-type: none"> • Provides a strategic competitive advantage. • Optimizes the value of high-performance networking to meet the demands of a constantly evolving business environment.
Network troubleshooting and operations support	<ul style="list-style-type: none"> • Assists your IT or operational staff with hands-on expertise, providing best practices on how to prevent issues with Juniper Networks products and technologies, and also helping your staff to better diagnose issues when they do occur. • Additional activities include system log review, SNMP/RMON configuration to define critical alarms and thresholds, and event scripting. 	<ul style="list-style-type: none"> • Minimizes downtime and reduces operational costs to accelerate revenue-generating activities. • Helps avoid end-user service-level agreement (SLA) penalties.
Software, hardware, and feature guidance	<ul style="list-style-type: none"> • Provides details of new software releases, including critical fixes, new features, and deprecated features/configurations. • Provides details of new hardware including functionality, deployment benefits, and change requirements such as Juniper Networks® Junos® operating system upgrades needed to implement. • Provides guidance on any forthcoming End of Life/End of Support issues. 	<ul style="list-style-type: none"> • Able to benefit from new features and functionality to improve services and minimize administrative overhead, downtime, and costs. • Implement critical fixes quickly to resolve business impacting issues or remove workarounds. • Proactively plan for network changes and enhancements.
Problem Report reviews	<ul style="list-style-type: none"> • Explains the root cause of critical problems. • Identifies relevant Junos OS releases incorporating fix(es) and verifying that the fix works as required in your environment. 	<ul style="list-style-type: none"> • Understand how the problem occurred and engineer around the issue or put in place suitable operational procedures, if required. • Implement suitable fixes as quickly as possible, and ensure successful first-time implementation.
Testing of Juniper Networks product features, functionality, and interoperability	<ul style="list-style-type: none"> • Ensures that your Juniper Networks products integrate and operate smoothly with equipment from other vendors. • Includes feature testing, interoperability testing, review and regression testing. • Helps your organization introduce and take advantage of new technologies and features. 	<ul style="list-style-type: none"> • Accelerates deployment and availability of new services and applications. • Speeds rollout of innovative services and new ventures. • Accelerates restoration time and minimizes downtime.

Feature	Feature Description	Benefit
Implementation and migration support	<ul style="list-style-type: none"> Creates and reviews MOPs (Method Of Procedure) Supports appropriate change or maintenance windows including verification and rollback procedures. Liaises with JTAC in the event of issues. 	<ul style="list-style-type: none"> Quick and successful implementations and changes in the network. Available resource to quickly resolve issues or achieve successful rollback if problems are encountered.
Informal technical and product workshops	<ul style="list-style-type: none"> Provides your staff and business users with informal onsite training. 	<ul style="list-style-type: none"> Improves readiness of employees, suppliers, and partners. Enhances workforce productivity.
Reporting and documentation	<ul style="list-style-type: none"> Provides regular updates on work in progress and current issues, and delivers the following: <ul style="list-style-type: none"> Upon request, written summary reports on equipment and network problems such as root cause analysis Equipment feature and function test plans and results 	<ul style="list-style-type: none"> Ensures up-to-date awareness of project status, open and closed issues. Documents root cause analysis to help minimize future issues which maximizes network uptime.

Table 2: Advanced Services Consultant (Architect) Features and Benefits

Feature	Feature Description	Benefit
Leading efforts for Juniper-based solutions for new or existing business requirements	<ul style="list-style-type: none"> Works with business owners to define the requirements and how they might be optimally implemented within your network. Defines services definitions and implementation plans through information gathering efforts and workshops. Develops definition of appropriate designs in conjunction with your business and operations teams. 	<ul style="list-style-type: none"> Identification of new services and revenue opportunities. Rapid and most cost-effective implementation of such services. Implementations that support future business requirements.
Liaison with Juniper engineering teams	<ul style="list-style-type: none"> Identifies requirements and functionality requests to be added to Juniper products and services. Rapid identification of problem impact and type of fixes required 	<ul style="list-style-type: none"> Delivery of functionality to allow new services to be delivered in a timely manner to maximize revenue opportunities. Ability to influence Juniper products and services and feature implementation content and schedules. Ability to influence the fix and workaround to minimize operational impact in your network.
Network design leadership	<ul style="list-style-type: none"> Assists your engineering staff as they design new features and functionality into your network, giving you access to the most specialized skills in the industry dedicated to network design. 	<ul style="list-style-type: none"> Accelerates, extends, and optimizes the value of high-performance networking.
Network optimization and enhancement analysis	<ul style="list-style-type: none"> Defines best practices to proactively prevent issues that other customers have experienced. Uses knowledge of your network to assist in optimized network design, support, and operational issues. 	<ul style="list-style-type: none"> Delivers an unbeatable competitive advantage. Optimizes the value of high-performance networking to meet constantly evolving business environments.
Network troubleshooting and architecture analysis	<ul style="list-style-type: none"> Assists your operations staff with hands-on technical issues with Juniper Networks products and technologies, as well as other equipment in your network related to the network architecture or design. 	<ul style="list-style-type: none"> Minimizes downtime and reduces operational costs to accelerate revenue-generating activities. Helps avoid end-user SLA penalties. Avoids significant re-engineering costs or changes in the network.
Informal technical and product workshops	<ul style="list-style-type: none"> Provides your staff and business users with informal and onsite training. 	<ul style="list-style-type: none"> Improves readiness of employees, suppliers, and partners. Enhances workforce productivity. Assist employees with personal development with respect to Juniper products and achieving industry valued certifications.

Table 3: Advanced Services Consultant: Customer and Juniper responsibilities

Juniper Responsibilities	Customer Responsibilities
Juniper Networks will:	Customer will:
<ul style="list-style-type: none"> Establish a scope of effort for the Advanced Services Consultant to assist the customer with network operations-related activities. Recruit and place the appropriate Advanced Services Consultant. 	<ul style="list-style-type: none"> Provide a suitable work environment for the Advanced Services Consultant, including all required hardware, software, and facilities access; qualified personnel including project management; and supporting resources to accomplish objectives defined in the scope of work. Provide access to the Internet, your network, and all required and requested data needed to accomplish objectives defined in the scope of work.
The Advanced Services Consultant will:	
<ul style="list-style-type: none"> Be available onsite at your location for required meetings and planned activities and to assist during critical network issues. Deliver services in line with the activities outlined for each consultant level. 	

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 customers 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

For more information about the service, and for assistance with ordering, contact your Juniper account manager. Before the service begins, a statement of work (SOW) will be established outlining the scope of effort to be performed.

Model Number	Description
PRO-ASCO-6MTH	Advanced Services Consultant (Operations) 6 Months
PRO-ASCO-12MTH	Advanced Services Consultant (Operations) 12 Months
PRO-ASC-PROACT	Advanced Services Consultant (Proact)
PRO-ASCA-6MTH	Advanced Services Consultant (Architect) 6 Months
PRO-ASCA-12MTH	Advanced Services Consultant (Architect) 12 Months

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