



JUNIPER CARE SERVICES

Service Overview

Juniper Care Services provide rapid response from Juniper Networks' technical service engineers and hardware replacement options that let you choose the right timing and resources for your network needs. Juniper Care increases your operational effectiveness and lowers operational costs. This allows your staff to concentrate on running the business, not fixing equipment.

Product Description

Receive best-in-class traditional 24x7 support. Take advantage of award-winning online support that is rated one of the ten best Web support sites for an industry unprecedented six consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than three consecutive ASP awards.

- Is maximized network availability a priority for your organization?
- Is your internal IT staff stretched too thin?
- Do you need to reduce network-based risk while increasing the value of your network investment?
- Would you like to reduce your current support costs?

If you answered “yes” to any or all of these questions, you will benefit from Juniper Care Services. Experts in achieving network availability levels, our engineers and technicians can help your organization meet the most aggressive network demands through operational support that ensures maximum uptime, utility, and value.

Service Description

Juniper Care combines traditional 24x7 remote technical support, hardware replacement services, and online support. More than a simple break-fix service, Juniper Care helps you meet network demands with technical and operational support designed to keep your network running reliably, while at the same time protecting your high-performance networking investment.

- Integrate your customer relationship management (CRM)/ticketing systems with Juniper's through a set of easy-to-use and well-defined Juniper Support APIs to provide B2B integration.



- Juniper Care Plus delivers proactive and personalized services, evolves with your business initiatives and provides the highest network availability
- Juniper Care improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Networks Technical Services Overview

Features and Benefits

Table 1: Juniper Care Services Features and Benefits

Feature	Feature Description	Benefit
Technical support	Gain access to Juniper Networks technical support engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post-deployment technical support plans to meet the specific requirements of your network environment.
MyJuniper	Highly customizable Customer Service portal rapidly delivers essential, up-to-date support data to users, including accurate case, contract, and notifications specific to the purchased products.	Enable more personal, proactive, and efficient management of product support needs.
Support API – Case API	Integrate with a set of fully supported secure Juniper Support Case APIs providing full case lifecycle management through a B2B integration via an established onboarding process.	Clients integrating their support CRM/ticketing system with Juniper via this channel avoid duplicating data. The integration simplifies the process and reduces effort since users only need to enter data once in their CRM/ticketing system.

Juniper Care Entitlements

See Table 2 for Juniper Care entitlements. Select your primary level of support to determine your hardware replacement options and gain access to our Customer Support Center (CSC) to access software updates and online post-sales tools.

Table 2: Juniper Care Entitlements

	Juniper Care Core	Juniper Care Core Plus	Juniper Care Next-Day Delivery	Juniper Care Next-Day Onsite	Juniper Care Same-Day	Juniper Care Same-Day Onsite
Unlimited JTAC 24x7	X	X	X	X	X	X
Software releases	X	X	X	X	X	X
CSC online E-Support	X	X	X	X	X	X
Return-to-factory		X				
Next-business day-advanced replacement parts delivery			X	X		
Same-day advanced replacement parts delivery					X	X
Onsite technician				X		X
Support API – Case API	X	X	X	X	X	X

Juniper also offers Next-Day Ship service level to customers who are in Brazil, Russia, India and China. Please see the [Juniper Care Service Description](#) Document for details.

For all hardware replacement options, please follow Juniper's then-current RMA Policy and Procedures which are posted at www.juniper.net/support/rma-procedure.html.

Return the defective Field Replaceable Unit (FRU) to a Juniper Networks-specified RMA return depot locations, which can be found at www.juniper.net/support/rma-locations.html. Depot Locations are subject to change and replacements may be new or refurbished. Please note that actual delivery times may be affected by events beyond Juniper's reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, you have unlimited 24x7 access to JTAC engineers by phone and online. As a single point of contact for all of your support needs, JTAC engineers have extensive experience supporting large-scale networks. JTAC engineers can help you diagnose system problems, configure, troubleshoot, and provide work-around solutions. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

Juniper Networks provides you with access to all new software releases as soon as they are made available for general release.

CSC Online E-Support

The Customer Support Center (CSC) provides you with self-service access to Juniper's award winning online portal for the information, answers, tools, and service options required to ensure the support of your network investment. Features within the CSC include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

MyJuniper

The MyJuniper customer support portal is designed to be the primary tool for Juniper's Customer Service organization. The portal, powered by a big-data infrastructure that ensures data is accurate and available, provides up-to-date support information via a highly customizable user interface.

Return-to-Factory

Juniper Networks will replace or repair the FRU identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 business days after Juniper's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper regional distribution center.

Next-Day Delivery

Juniper Networks will deliver FRU replacements to the ship-to address in advance of receiving returned defective hardware within the next business day if Juniper issues an RMA by 3pm (local JTAC time). "Next-Day Delivery" is subject to availability.

Same-Day

Juniper Networks will deliver FRU replacements to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA In advance of receipt of defective hardware. "Same-Day" is subject to availability.

Onsite

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and the Customer for final resolution of the problem and the Customer will return the defective product to Juniper Networks. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

Support API – Case API

Juniper provides a set of fully supported and secure Support Case APIs to support the B2B integration of the client's (Juniper customer's) support CRM/ticketing systems with Juniper's support CRM system. Access to the Support Case APIs is through an established onboarding process.

Key Features

Automated Infrastructure

Juniper incorporates advanced automation and big data tools within its support processes to ensure results are achieved quickly and accurately. These fully automated tools operate without human interaction; every data file received is automatically analyzed to identify problems.

The Juniper Case Attachment Suite includes several tools that automatically scan files and determine root cause. Big data analytics are employed to store and reference historical information for precise and reliable troubleshooting, delivering essential support information to customers in real-time.

Support API – Case API

The Juniper Support Case APIs are a well-defined set of REST APIs that enable clients (Juniper customers) to integrate their support CRM/ticketing systems with Juniper's support CRM system. As part of this B2B integration, clients can:

- Automatically create a case/service request (SR) in Juniper's support CRM system based on a case/ticket/incident in their system;
- Manage the case/SR lifecycle via this API channel (for example, to update the case, attach files, escalate the case, or request case closure); and
- Receive asynchronous updates to the case/SR made by Juniper support engineers, and/or other channel updates, without the need to poll.

For detailed API onboarding, documentation, definition, and support models, please refer to the documentation found at https://eng.juniper.net/site/global/build/support_automation/support_api/case_api/index.gsp

Complementary or Higher Level Services

Migrate up to Juniper Care Plus. Juniper Care Plus is for organizations that require the highest network availability and provides the flexibility to adapt, scale, and evolve with organizational initiatives. Looking for the correct level of expertise to optimize your network operations? Visit the Resident Engineer and Resident Consultant data sheets.

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 Care Plus Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

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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