

# ServiceLink Resident Engineer Services

## Service Overview

ServiceLink Resident Engineer Services for BTI Series Packet Optical Transport Systems help you carry out network design, planning, implementation, and operations functions efficiently and cost-effectively. Onsite engineering services can help you accelerate service deployments, contain expenses and risks, and optimize network performance and availability. With deep technical knowledge and extensive BTI Series product experience, our resident engineering professionals will help you get to market quickly and move forward with confidence.

## Service Description

With Juniper Networks® ServiceLink Resident Engineer Services, an onsite, dedicated engineer integrates directly with your network engineering and operations teams, serving as a focal point for all aspects of your BTI Series solutions. Resident engineering services include deployment assistance, network engineering and consulting services, technical support, and product and technology training.

Juniper resident engineers perform a wide range of functions, including:

- Network design
- Configuration and provisioning
- Traffic engineering, optimization, and analysis
- Capacity planning
- Service turn-up supervision
- Product qualification (validate new software releases)
- Best practices, as well as methods and procedures development
- Juniper Networks proNX software and operations/business support systems (OSS/BSS) integration support
- Technical training
- Operations support (problem identification, isolation, and restoration)
- Juniper Networks Technical Assistance Center (JTAC) coordination (open and track trouble tickets)
- Logistics assistance (open and track RMAs)

## Features and Benefits

### Accelerate Time-to-Market

Senior network engineers are difficult to find and expensive to retain; it can take months to identify and hire qualified talent. Juniper's ServiceLink resident engineers can help turn-up and scale ServiceLink-based, next-generation services quickly and efficiently. They are also ideal for managing temporary workload spikes or staffing shortages.

### Optimize Network Performance and Customer Satisfaction

ServiceLink resident engineers will help keep your network running in peak condition. By optimizing network performance and availability, you can improve customer satisfaction and maximize revenues.



## Improve Investment Returns

Our product experts will help you make the most of your BTI Series investments. By introducing new features and technologies more quickly and cost effectively, you'll enjoy faster returns on investment while staying ahead of the competition.

## Transfer Knowledge

Our resident engineers will fully train your internal staff on the proper installation, configuration, and operation of BTI Series products. Through hands-on training, your technical teams will gain the knowledge and skills necessary to keep your network running smoothly.

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

## Ordering Information

Juniper Networks services capabilities are available worldwide as part of a broad range of engagements. In addition to customized engagements, examples of predefined engagements and their descriptions can be found at [www.juniper.net/us/en/products-services/services/technical-services/](http://www.juniper.net/us/en/products-services/services/technical-services/).

Please contact your Juniper Networks account manager for additional information and to find out how Juniper Networks can help you address your business and technology challenges.

## 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](http://www.juniper.net).

Corporate and Sales Headquarters  
Juniper Networks, Inc.  
1133 Innovation Way  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or +1.408.745.2000  
Fax: +1.408.745.2100  
[www.juniper.net](http://www.juniper.net)

APAC and EMEA Headquarters  
Juniper Networks International B.V.  
Boeing Avenue 240  
1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands  
Phone: +31.0.207.125.700  
Fax: +31.0.207.125.701

Copyright 2016 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Junos and QFabric are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

