Maintenance Services Plus—Service Management Onboarding

Service Overview

As a part of Maintenance Services Plus, Service Management Onboarding provides a suite of services that are designed to help the end-user seamlessly transition to Juniper Networks support services. It also provides issue management guidance and support.

Service Description

The Service Management Onboarding service provides a non-designated service manager to assist the customer manage and oversee the support of Juniper Networks' products deployed in the customer's network. The service manager's responsibilities include onboarding services and advice related to the management of operational support issues. This service is delivered for one month from the date of initial engagement of the onboarding service, and it is a service that Juniper Care customers can use to help facilitate a seamless integration of their existing support processes with Juniper Networks' support services.

Features and Benefits

The Service Management Onboarding service provides a suite of services that are designed to assist the end user seamlessly transition to Juniper Networks support services. The services described are a combination of systems access establishment, process review, and inventory entitlement baseline.

Service Request Manager System Access and Configuration

The service manager will liaise with the end user's operational support team to establish authorized access into the Juniper Networks' Customer Service Center and Service Request Management System portals. These systems provide the end user with access to Juniper Networks' comprehensive technical support resources, including Knowledge Management and the Juniper Networks® Technical Assistance Center (JTAC).

Service Request Creation and Escalation Process Instruction

The end user's operational support team will be provided with detailed instructions that clearly describe the steps required to raise an operational support service request with JTAC, and the associated escalation paths and processes that are available. The service manager will also describe the supporting information that is required to correctly classify the priority of a service request, as well as the minimum level of technical information required to ensure optimum service request management by JTAC.

Where escalation of operational issues is needed, the service manager will describe available escalation paths that may be accessed by the end user, and also describe the expected outcomes of those escalations.

Customer Inventory and Entitlement Review

The service manager will help the end user query the production install base of Juniper product to identify each Field Replaceable Unit (FRU) and its support entitlement. This information assists the end-user in managing inventory adds, moves, and changes, and it helps to ensure that service entitlement accurately reflects the end user's maintenance service contract.

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Review JTAC Policies and Instructions

To ensure that end users are familiar with Juniper Networks Technical Assistance Center policies and procedures, the service manager will help review the JTAC Users Guide and explain the relevant policies and instructions that relate specifically to the end user's service entitlements. This will ensure that engagement with JTAC is an efficient and effective experience, when it is needed.

Complete a Logistics Overview

Juniper Networks provides the end user with Return Materials Authorization (RMA) logistics services, either directly or via one of Juniper's Operate Support Specialist partners. Depending on the end user's entitlements and specific service arrangements with the Juniper partner, the logistics process may vary.

The service manager will assist the end user by assessing the specific logistics arrangements that are agreed upon between end user, partner, and Juniper Networks, and by providing a clearly defined logistics process that can be put in place for each logistics service type.

Evaluate Partner Readiness

Juniper Networks Operate Support Specialists are technical support specialist partners that maintain an established 24x7 technical support and logistics infrastructure with significant expertise in Juniper product and support processes.

To seamlessly integrate the end user into the Juniper Networks support process where an Operate Support Specialist partner is engaged, the service manager will work with the partner and end user to confirm that an appropriate partner support infrastructure for the deployed products stands ready.

Issue Management Services

Issue Management services provide follow-up assistance to end users once onboarding services have concluded. These services ensure that the end user is able to put into practice the policy, processes, and procedures described in the Service Management Onboarding service engagement. Services include service request management, escalation guidance, and weekly service request status update reporting.

Provide Guidance on Service Request Management and Escalation Procedures

The service manager will provide the end user with guidance and advice related to service request creation, management, updates, and escalation. This helps end users familiarize themselves with correct system use and it further assists by encouraging alignment with defined processes.

Weekly Service Request Status Reporting

To assist the end user track progress on service requests, the service manager will provide service request reports that highlight statistical trends in service request volume, priority, platform type, and resolution status during the service engagement.

Ordering Information

The Service Management Onboarding service is only available in the APAC theater:

- The service is purchased using Advanced Services credits and must be used within 12 months from the date of purchase.
- The service is available only to the "prequalified" end user who has a small Juniper footprint. Eligible end users must maintain a current Juniper Care maintenance contract for all Juniper equipment for the duration of any Service Management Onboarding engagement.
- The service is available to the end user who purchases systems and services directly from Juniper or via a Juniper Networks authorized reseller.

For more information, please contact your Juniper account manager or service business manager.

Part Number	Name
SVC-OCS-SMOB	Maintenance Service Plus, Optional Consulting Service, Service Management Onboarding

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.

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

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

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