

Maintenance Services Plus—Service Request Resolution Assistance

Service Overview

As a part of Maintenance Services Plus, Service Request Resolution Assistance provides a designated Juniper Networks specialist who will take full ownership of a specific technical service request initiated and identified by the end-user, working closely with Juniper Networks® Technical Assistance Center (JTAC) to drive the service request through to resolution.

Service Description

The Service Request Resolution Assistance service delivers a designated Juniper Networks specialist who is accountable for resolving technical service requests and managing subsequent escalations. The designated Juniper Networks specialist is also responsible for delivering a root cause analysis for each service request, as well as resolving nontechnical service requests raised via the Juniper Networks Customer Care group.

Features and Benefits

The Service Request Resolution Assistance service delivers the following key features and benefits

Designated Juniper Networks Specialist

The designated Juniper Networks specialist can be a Juniper engineer or a Juniper service manager who has comprehensive product and support process knowledge and acts as a single point of contact for the service. The designated specialist will assist with the coordination of Juniper Networks technical support resources, facilitate resolution activities, and manage escalations.

Root Cause Analysis

The designated Juniper Networks specialist will perform a root cause analysis for each service request initiated by the end-user customer. Deliverables include a review and explanation with recommendations for any corrective actions identified. Understanding the root cause will help prevent similar problems or network issues from recurring in the future.

Nontechnical Service Requests

In addition to resolving technical service requests, the designated Juniper Networks specialist will also facilitate and coordinate nontechnical service requests raised via the Juniper Networks Customer Care group.

Ordering Information

The Service Request Resolution Assistance 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 Request Resolution Assistance 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-SRRA	Maintenance Service Plus, Optional Consulting Service, Service Request Resolution Assistance

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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