

NETWORK PRODUCTIVITY SERVICE – EMEA

A Proactive Technical Service (SVC) for EMEA

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1. Introduction

Juniper Networks® Proactive Technical Service delivers a consultant-led service to provide in-depth technical consultation and best-practice recommendations during the deployment and production phases of a network. The goal is to reduce risk while ensuring a smooth and efficient operation of the Juniper network.

Proactive Technical Service (“*Services*”) is described in this Services Description (“*SDD*”). The Services are rendered by Juniper directly to the end user of Juniper Networks products (the “*End User*”), with the End User being identified by name and address in the order for the Services (whether placed by an authorized Juniper partner or otherwise). The Services cover only those Juniper Networks products that the End User purchased from Juniper Networks or an authorized Juniper Networks reseller.

The Services are subject to the terms of the Juniper Networks End-User Support Agreement, a copy of which is posted at <http://www.juniper.net/support/guidelines.html> or other written master services agreement signed by Juniper Networks and the End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services for the End User (herein, the “*End-User Services Agreement*” or “*EUSA*”).

In the event of any conflict between the terms of this SDD and those of the EUSA, the terms of the EUSA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the EUSA.

2. Eligibility and Purchasing

The Services are available only to the “pre-qualified” End User who has a Juniper footprint under 20,000 JCP network points. The eligible End User will have in place a Juniper Care maintenance contract. The Services are available to the End User purchasing systems and services directly from Juniper or via a Juniper Networks authorized partner. The Proactive Technical Service can be purchased for either a 4-month or 12-month period.

3. Service Features and Deliverable Description

The Services deliver a comprehensive review of the End User’s planned deployment or existing Juniper network, software upgrade guidance proactive alerting, and access to a Consultant for technical coordination and lead. The Services are delivered remotely.

Using Juniper operational best practices, Juniper Consultants provide the end customer with recommendations and advice in several areas, such as device optimization, software planning, and proactive information delivery. In addition, the Juniper Consultant provides technical coordination and onsite planning.

3.1. Network Optimization Review

The network optimization review provides customers with a flexible delivery choice depending on their network development phase or specific requirements. For example, in a pre-deployment phase of the customers' network life cycle, the Consultant:

- Provides customers with a consultative review and analysis of their high-level design and low-level device configurations in order to de-risk, optimize, and enhance.
- Secures an effective design that is in line with the customer business goals.
- Ensures that the customer configurations are following Juniper and industry best practices.

The outcome of this proactive deliverable is to minimize the expense of costly redesign, reconfiguration, or ineffective and inefficient deployment.

In the post-deployment phase of the customer network life cycle, the consultant:

- Takes a sample of device data metrics from existing Juniper Networks equipment installed in the End User's network
- Identifies less than optimal performance through careful analysis of device metrics and all iterative trend data
- Drills down into potential root causes for flagged issues, which might include but not be limited to the following:
 - Malfunctioning hardware components
 - Software bugs
 - Interoperability issues
 - Configuration and design errors
- Provides a recommendation on the most appropriate course of action

3.2. Software Targeting and Planning

Ensure that the End User's software target is the best suited to support and optimize the End User's network and business needs:

- Maintain close alignment with other Juniper departments on software selection—JTAC, Engineering
- Offer software recommendations for optimal support for new or existing hardware/feature implementations
- Provide ongoing guidance based on industry experience deploying Juniper equipment
- Provide risk analysis of the recommended software versions
- Provide best-practice guidance and procedure advice to minimize risk associated with deployment of software and new hardware

3.3. Proactive Alerting and Advisory

- Proactive input on security and product notifications
- EOL reporting on hardware and software
- Proactive tracking of recommended releases
- Proactive Bug Notification (PBN) consultation and assessment
- Consultant Q&A

3.4. Technical Coordination

- Contact your assigned consultant if you require additional technical coordination for high-priority service impact issues that are being worked by JTAC.
- Note that the consultant then works closely with the customer and the JTAC team to ensure that the supporting JTAC engineer has a clear understanding of the customer environment and requirements.
- Know that the consultant brings expertise and knowledge of the customer environment as well as helps to coordinate and agree on the next technical steps with the JTAC engineer and customer.

NOTE: The Consultant works local business hours and therefore is not available to be contacted for this service outside of local business hours.

3.5. Onsite Planning

Your assigned consultant schedules 2 days or 4 days on site* with your team for planning and delivery discussion sessions.

*Dependent on service contract length

4. End-User Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon the End User meeting the following obligations:

- There must be sharing of Juniper device information, network designs, configurations, and existing constraints or dependencies in the network.
- **End-User contacts**—The End User designates a primary and backup technical contact at the site. These two End-User contacts will be the primary technical interface to the Juniper remote engineers. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the designated network configuration. It is strongly recommended that the designated senior engineers hold at least the Juniper Networks Certified Internet Specialist (JNCIS)-level certification (where available) in the relevant technologies.
- **Optional, but recommended**—Ideally, the Juniper automation technology, Juniper Networks® Junos® Service Now, will be deployed. If this is not the case, then Juniper requests electronic access to the designated network. Reasonable electronic access should be provided to the designated network to assist the Juniper remote engineers and service team in providing the service.
- **Desired designated network features**—The customer specifies the products and features or technologies for the designated network equipment prior to Juniper Networks' review of network equipment software versions.
- **Designated network health check**—In connection with network assessment efforts, Juniper Networks may provide software data collection scripts to be installed on a customer server with access to the required network location for the purpose of data and statistics gathering. The customer shall ensure that such software data collection scripts are located in a secure area with access restricted to those employee(s) or contractor(s) who have a need to access the software data collection scripts. The customer must immediately delete software data collection scripts, as instructed by Juniper Networks, upon the earlier of (i) expiration or termination of this Service Description or (ii) Juniper Networks' demand to the customer that the same be deleted. Additionally, the customer shall defend and hold Juniper Networks harmless for any expenses, costs, or claims due to damage to or loss or theft of such equipment while in the customer's custody.

5. Availability

- The Services are currently available to End Users who currently have in place a Juniper Care maintenance contract.
- These Services are available regionally, excluding countries listed in Group E under the U.S. Export Administration Regulations (which are currently Cuba, Iran, North Korea, Sudan, and Syria) and any other countries to which the furnishing of such Services might be prohibited.
- The Services are available Monday through Friday, excluding holidays observed by Juniper.
 - **EMEA:** These hours are 8:00 AM to 5:00 PM, or as Juniper defines normal business hours.
- The Services are available for a minimum fixed duration of four (4) or twelve (12) months.
- The customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract a portion of the Services to an authorized Juniper partner.

6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services are delivered remotely from an authorized Juniper location unless stated otherwise.
- For EMEA, onsite planning meetings are part of the service. Please contact your Juniper assigned Consultant or Consultant Manager for details.
- For APAC, service management activities are available. Please contact your Juniper Account Manager or Service Business Manager for details.

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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9060100-001-EN Mar 2014