



# NEW CUSTOMER ONBOARDING SERVICE DATASHEET

For Customers Ready To Migrate To Juniper Technology And Solutions

## Service Overview

*Deploying a new technology solution is a major decision and investment. If a new network implementation is not strategically planned and appropriately supported, and your staff not thoroughly trained, your organization might not derive maximum value from the network quickly enough. This can compromise your return on investment and ultimately increase network costs.*

*Juniper Networks New Customer Onboarding service is intended to streamline the deployment of Juniper equipment for new customers planning a significant migration to Junos-based products such as the [SRX Series](#), [EX Series](#), [QFX Series](#), [ACX Series](#), [MX Series](#), [PTX Series](#), or any combination of these products.*

## Service Description

Juniper Networks® New Customer Onboarding helps accelerate the technology transition for organizations such as yours that are considering Juniper as a new vendor and planning a significant migration to Juniper Networks Junos® OS-based products such as the SRX Series Services Gateways, EX Series Ethernet Switches, QFX Series Switches, ACX Series Universal Metro Routers, MX Series 3D Universal Edge Routers, or PTX Packet Transport Routers. New Customer Onboarding delivers a set of prescribed services—training, network transition services, and personalized support—to ensure a smooth and efficient implementation of your network powered by Juniper. Depending on the New Customer Onboarding package selected, you can be up and running within 60 to 90 days from start to finish. Throughout the Onboarding process, Juniper Networks is prepared to assess and provide recommendations on your post-onboarding support needs.

## Availability

New Customer Onboarding is available worldwide to:

- Customers who are new to [Juniper Networks Junos operating system](#).
- Customers who have a need to integrate Juniper Networks products into other areas of their business, such as edge/core or data center, where there is currently no Juniper experience or expertise.

## New Customer Onboarding Service Elements

Scalable to your unique requirements, New Customer Onboarding offers design, deployment, and operational assistance in addition to technology and product education for your key personnel. This special combination of services and support is available in two different packages—Junos Experience I (JE I) and Junos Experience II (JE II).

Support Element	Junos Experience I (JE I)	Junos Experience II (JE II)
<b>Training and Certification</b>	All Access Passes for two individuals for one year	All Access Passes for four individuals for one year
<b>Network Transition Services</b>	Up to 6 days of remote support	Up to 10 days of onsite and 5 days of remote support
<b>Introduction to Juniper Networks Technical Assistance Center (JTAC)</b>	JTAC review and best practices for case and escalation management	JTAC review and best practices for case and escalation management
<b>Service Coordination</b>	60 Days	90 Days

## Features and Benefits

### Training and Certification

The Juniper All-Access Training Pass helps participants improve skills and achieve business objectives by providing access to world-class training, including every Juniper-facilitated course, the entire catalogue of on-demand courses, and JNCIE self-study bundles. The All-Access Training Pass makes training courses available to named individuals across your organization for an entire year. Learners gain the flexibility they need to achieve their business objectives at their own pace through knowledge and skills transformation. With access to world-class Juniper training content on demand, learners can choose the training format that best meets their individual learning needs and preferences.

### Network Transition Services

This service component is focused on ensuring a smooth transition to Juniper products with a [Professional Services](#) consultant whose role is to review your network requirements, set expectations, discuss best practices for implementing your Juniper solution, and review a high-level design and transition plan.

For JE I and based on equipment purchased, the following services might apply:

- Design Review and Transition Planning
- Implementation Planning Review
- Configuration/Conversion Services
- Remote Cutover and Migration Assistance

For JE II and based on equipment purchased, the following services might apply:

- Design Review and Transition Planning
- Implementation Planning Review
- Configuration/Conversion Services
- Onsite Cutover and Migration Assistance
- Knowledge Transfer Workshop

Network Transition Services are provided for Junos-based products.

### Introduction to the Juniper Networks Technical Assistance Center (JTAC)

Introduction to JTAC includes a review of the Juniper technical support processes and procedures as highlighted in the JTAC User Guide as well as a review of the roles and responsibilities of Juniper's account managers, systems engineers, and JTAC personnel.

This introduction ensures that support procedures are understood, frequently asked questions answered, and links to resources, self-help tools, and documentation are provided.

### Service Coordination

Throughout the course of your New Customer Onboarding engagement, your service coordinator is your advocate and primary Juniper point of contact to coordinate all customer service and support-related operational activities and to oversee the delivery of all New Customer Onboarding services. This support is available Monday through Friday during standard business hours.

### 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 New Customer Onboarding is available for customers worldwide. For more details, please contact your Juniper Networks field sales manager.

Model Number	Name
PRO-JUNOSEXPI	New Customer Onboarding, Junos Experience I
PRO-JUNOSEXP II	New Customer Onboarding, Junos Experience II

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, [automation](#), [security](#), and [AI](#) to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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