

New Customer Onboarding Service

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 the SRX Series, EX Series, QFX Series, or any MX Series products, 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 SRX Series Services Gateways, EX Series Ethernet Switches, QFX Series Switches, or MX Series 3D Universal Edge Routers. New Customer Onboarding delivers a set of prescribed services—training, network transition services, service automation, 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)
Training and Certification	Up to 10,000 Juniper Training Credits (JTCs)	Up to 20,000 Juniper Training Credits (JTCs)
Network Transition Services	Up to 6 days of remote support	Up to 10 days of onsite and 5 days of remote support
Service Automation	Implementation of Junos Space Service Now	Implementation of Junos Space Service Now
Introduction to Juniper Networks Technical Assistance Center (JTAC)	JTAC review and best practices for case and escalation management	JTAC review and best practices for case and escalation management
Service Coordination	60 Days	90 Days



Features and Benefits

Training and Certification

Training has been specifically calibrated for multitiered network teams and includes prerequisite online training, instructor-led training, and post-requisite courses tailored to product-specific curriculum based on the equipment you have purchased.

Depending on the Junos Experience package, you receive a fixed number of training credits that can be used to certify individuals on your staff or to attend training sessions on topics in any Juniper Education Services learning path.

Juniper Networks Training Credits are redeemable at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Partner (JNAEP) worldwide. Credits can be redeemed for any on-demand, open-enrollment, instructor-led online (ILO), or private/onsite classes offered by Juniper Networks Authorized Education Partners, as well as for certification exam vouchers. They are valid for one (1) year from the date of issuance

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 either SRX Series firewall application or EX Series, QFX Series and MX Series products.

Service Automation

Juniper Networks Service Automation increases uptime, minimizes risk, and reduces cost of operations by automating time-consuming tasks and transforming how customers receive support from Juniper. The Service Automation solution consists of the Junos Space Service Now and Junos Space Service Insight

applications running on Juniper Networks Junos Space platform and the Advanced Insight Scripts package installed on Junos OS devices. Together, these components speed fault detection and resolution as well as increase network operations efficiency by automating manual time-consuming tasks such as asset inventory management and diagnostic data collection.

As part of New Customer Onboarding, Juniper provides a two-hour remote support window to assist you with setup, configuration, and initial testing of the Junos Space platform and the Junos Space Service Now application.

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.

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-JUNOSEXP2	New Customer Onboarding, Junos Experience II

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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