

Network Productivity Service – EMEA

An Entry-Level, Ongoing Proactive Service Aimed at Achieving Optimal Network Performance

Service Overview

Optimizing the network requires selection of the best software version for your routers, switches, etc. for the network services you are using. It also requires the fine-tuning of configurations running on your Juniper equipment. Networks change and the services deployed on them evolve.

By subscribing to Juniper's entry-level Network Productivity Service, you have access to Juniper expertise and best-practice information to assure that your network is constantly optimized and that you are avoiding known issues. Subscribers to this service have a designated, remote engineer delivering technical services. Proactively optimizing the configuration and software also reduces the likelihood of future issues.

Service Description

For most enterprises in today's economy, limited IT budgets and networks consisting of equipment from multiple vendors are facts of life. It is particularly difficult to retain enough in-house expertise to successfully manage the interoperability. It becomes necessary to rely on help from the vendors' experts. Proactive, technical consulting is essential to ensure that successful deployment decisions are made. Ongoing technical consulting permits trend analysis—leading to measurable improvements—and data analysis suitable to show progress and “value” in the IT department.

Juniper Networks® Network Productivity Service uses a proactive approach to closely collaborate with the end user to create an optimized network specific to the business needs. This service aims to create an ongoing technical relationship with the customer to assist in the avoidance of issues and maximize the performance of the Juniper solution. The goal is to reduce network risk while ensuring a smooth and efficient operation of the Juniper network.

Performing good risk assessment, analyzing device configurations, and evaluating software version suitability can help enterprises avoid issues and therefore lead to higher reliability, better performance, and fewer technical support cases. Ongoing analysis of data from the deployed network devices is used to recommend actions for performance improvements as well as ways to further limit any potential risks due to network and traffic changes.

This service is particularly suited to enterprises that want to partner with Juniper and appreciate the level of expertise and best practices that a vendor expert can provide to enable their success.

Benefits

Depending on your unique requirements, the Network Productivity Service helps your IT operation's team develop a partnership with Juniper experts to achieve operational excellence by:

- Highlighting, assessing, and discussing solutions to potential risks with your planned or active software version and configuration before they lead to network issues
- Recommending the most suitable software version and improvements to running configurations, to achieve optimal network performance
- Providing “best-practice” recommendations
- Offering a designated consultant for questions and advice who coordinates with Juniper technical support on sensitive cases to ensure understanding and alignment to drive any issues to an efficient and high-quality resolution

You will have a designated engineer for your company who becomes familiar with your network and your corporate needs.

Service Elements

The service is based on access to a designated Juniper consultant who manages the relationship and service delivery.

The designated consultant sets up an initial meeting with your technical team, where the consultant gathers information about your network topology and understands how you use your Juniper equipment to meet your business needs. The designated consultant also discusses any plans that you have to ensure that the engagement can be the most productive and meet your plans and requirements.

All delivery areas are proactive in focus and are aimed at avoiding potential issues, improving performance and the return on investment of your Juniper deployment.

The following are the elements in the service.

Five delivery areas:

1. Network optimization review
2. Software selection and upgrade planning
3. Proactive alerting and advisory
4. Technical coordination
5. Onsite planning and service automation

1.1 Network Optimization Review

The network optimization review provides end customers with a flexible delivery choice depending on their network development phase or specific requirements.

For example, during the pre-deployment phase of the customers' network life cycle (mostly chosen with the 4-month contract period), the designated consultant typically:

- 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 device 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 (mostly chosen with the 12-month contract period), the designated consultant typically:

- Takes a sample of device data metrics from existing Juniper Networks equipment that has been deployed
- 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 can include but not be limited to:

- Malfunctioning hardware components
- Software bugs
- Interoperability issues
- Configuration and design errors
- Provides a recommendation to the partner on the most appropriate course of action

1.2 Software Selection and Upgrade Planning

Ensure the end users' software target is the best suited to support and optimize their 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

1.3 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
- Q&A with your designated consultant

1.4 Technical Coordination

- Contact your designated consultant if you require additional technical coordination for high-priority service impact issues that are being worked by JTAC.
- Note that the designated 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 designated 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 designated consultant works local business hours and therefore is not available to be contacted for this service outside of local business hours.

1.5 Onsite Planning

Your designated consultant schedules 2 days or 4 days on site* with your team for planning and delivery discussion sessions. Your dedicated consultant also assists in installing and configuring your service automation—for maximum benefit to your organization.

*Dependent on service contract length.

Ordering Information

Juniper Networks Network Productivity Service is available in EMEA for customers who are subscribers of Juniper Care but not yet subscribers of Juniper Care Plus, and who have a small Juniper footprint in their network. Contact your account team for details and eligibility.

Model Number	Name
SVC-ADV-OPT-EM-4M	4 months of Network Productivity Service in EMEA
SVC-ADV-OPT-EM-12M	12 months of Network Productivity Service in EMEA

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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