

Network Productivity Service—APAC

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

Service Overview

Optimizing the network requires the selection of the best software version for the network services that you are using. It also requires fine-tuning of the 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 will have access to best practices so that you can constantly optimize your network and avoid known issues. By subscribing to this service, you will also gain escalation help in resolving issues faster, as well as regular status reports.

Service Description

For most enterprises in today's economy, limited IT budgets and networks consisting of gear from multiple vendors are a fact of life. In this real-world environment, it is particularly difficult to retain enough in-house expertise to successfully manage interoperability, making it necessary to rely on help from vendor experts. Proactive, technical consulting is essential, and ongoing technical consulting is especially valuable, as it permits trend analysis, which leads to *measurable improvements* and to reports that will show progress and "value" in the IT department.

Juniper's Network Productivity Service uses a proactive, prescriptive approach to closely collaborate with customers to create an optimized network specific to each organization's business needs. This service aims to create an ongoing technical relationship with the end user to avoid issues and maximize the performance of the Juniper solution. The end goal is to reduce network risk while ensuring a smooth and efficient operation of your Juniper network.

By doing a risk assessment, analyzing the device configurations, and evaluating the suitability of the particular software version running on Juniper devices, many issues can be avoided, thus leading to both better performance and fewer Juniper Networks Technical Assistance Center (JTAC) cases. Real performance data for Juniper devices is gathered from the network. This information is then used to recommend actions for performance improvements and create trend data showing the impact of previous activities.

This service is particularly suited to enterprises that desire a partnership with Juniper and don't have resources they can dedicate to becoming expert on Juniper equipment. Juniper delivers this service via a team—a combination of a service manager and remote technical engineers for the delivery of needed technical services.

Ongoing Juniper Partnership

Depending on your unique requirements, Network Productivity Service helps your IT operation's team create an ongoing partnership with Juniper engineers that achieves operational excellence through:

- Service management
- Remote technical assistance
- Service automation
- Network and device optimization
- Operational excellence plan

All engineers are remote and have ready access to the best experts anywhere inside Juniper.

Service Elements

The Network Productivity Service is based on access to remote Juniper engineers through a delivery coordinator who manages all contacts between your company and Juniper remote engineers.

The delivery coordinator will set up an initial meeting with your IT team and Juniper engineers, where we gather information about your network topology and understand how your Juniper gear is being used to meet your business needs. After that initial meeting, Juniper will baseline your product performance and analyze your software and configuration.

All delivery areas are proactive in focus and are aimed at preventing issues rather than resolving them after the fact with new JTAC cases.

Below are the elements in the service.

Five delivery areas:

1. Remote Service Management
 - Case management
 - Asset management
2. Optimization Support
 - Product Health Check (PHC)
3. Operational Excellence Plan
 - Optimized network monitoring recommendations
 - Troubleshooting training
4. Technical Assistance
 - Real-time Q&A
 - Implementation and/or migration window support
 - Service automation setup
 - Delivery of reviews
5. Proactive Communications
 - Potential product notification and security bulletins

Features and Benefits

Network Productivity Service delivers comprehensive operational support for the end user's designated Juniper network, and it includes service management, optimization support, an operational excellence plan, technical assistance, service automation, and proactive communications. These services are delivered remotely.

Service Management

Service management includes a designated service manager who will help facilitate and oversee the delivery of end user's entitled services. The service manager responsibilities include:

Case management:

- Operational case review and management of issues
- Escalation management—technical and business

- Service delivery reporting
- Case status updates—JTAC
- Case status updates—Logistics

Asset management:

- Asset identification and consolidation
- Inventory entitlement review

Optimization Support

Using Juniper operational best practices, Juniper engineers will perform the following service specific to the customer's requirements.

- Juniper engineers will work with your network engineers to collect sample device data, then analyse that data to determine areas for improvement.
- Juniper engineers will provide recommendations to optimize the network's health and utilization based on Juniper Networks best practices.
- Juniper engineers will deliver detailed information to maintain a healthy status for Juniper products. This will serve as the baseline for ongoing operations and identify areas for further improvement.
- A Product Health Check will be created and discussed with your operations team

Operational Excellence Plan

Juniper will create a Network Operational Excellence Plan, which will include the following elements:

- Findings and recommendations as a result of the comprehensive review of the existing Juniper Networks equipment installed in the network
- Documents, scripts, and guidance for optimized network monitoring, including device logging and polling
- Troubleshooting training

Technical Assistance

Technical assistance will include the following elements:

- Real-time Q&A, where a designated Juniper Networks engineer will provide technical advice and recommendations via direct phone call or e-mail during regular business hours in real time. Questions can involve the following categories:
 - Network optimization
 - Network operational best practices
 - Maximizing network uptime
 - Network upgrades and scalability
 - Risk aversion, analysis, and mitigation
- **Implementation and/or migration window support**
Juniper Networks engineers will help during the network change to remotely assist in executing plans for

implementation and/or migration of Juniper Networks infrastructure and services. During this window, the assigned engineer can be on call or be immediately available to provide assistance in diagnosing and troubleshooting any unforeseen issues that may occur, and will collect information to identify the root problem in conjunction with JTAC. In addition, the assigned engineer can recommend solutions for any identified issues and provide support for any proposed solution implementation.

- **Service automation setup**

A designated Juniper Network engineer will provide assistance to review the implementation model of Junos® Space Service Now and Junos Space Service Insight with any partner, and will assist in the end-user system setup and connection to the partner appliance or Juniper Support Services (JSS).

- **Delivery of reviews**

During the service agreement, additional optional reports can be purchased. For Product Health Check and optional reports, the designated Juniper Networks engineer will set up a remote conference to explain the technical details discovered in the process. If there are any design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and answer any relevant questions.

All deliverables in Technical Assistance will be provided remotely and in English, if local language support is not available.

Proactive Communications

The service manager will provide product notifications and security bulletins that potentially impact the customer's network profile and devices. These will be delivered either via e-mail or Service Insight, if that product has been installed.

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's Network Productivity Service is available in the APAC for customers who are subscribers of Juniper Care but not yet subscribers of Juniper Care Plus, and who have a smaller Juniper footprint in their network. For more information, please contact your account team for details and eligibility.

Model Number	Name
SVC-ADV-NWOPTIMIZE	3 months Network Productivity service in APAC

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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