Juniper Networks Government Network Support Services

Service Overview

Government organizations have networks that contain sensitive and classified information. Protecting this data goes beyond just securing the network to working with the right personnel to resolve network issues quickly and securely. Juniper Networks Government Network Support Services enable our customers to deliver information and data directly to a group of special network experts, eligible for security clearance, to troubleshoot and resolve network issues quickly and effectively.

Service Description

As the leading provider of high-performance networks and services, Juniper Networks offers this customized service so that our U.S. Government customers may receive support directly from Technical Support Engineers who are eligible for a security clearance ("Secure Technical Support Engineers" or "STSEs"). With this service, customers no longer need to wait to engage with qualified engineers, and this helps to accelerate the case resolution process. STSEs also have direct and immediate access to all Juniper support resources and experts to escalate and resolve complex issues efficiently.

Feature	Feature Description	Benefit
Security clearance eligible engineers	• Access to Juniper Technical Support Engineers who are eligible to apply for a security clearance to be the case owner for the duration of the case • STSEs reside in the United States	• A comprehensive range of support tailored to meet your specific government regulation requirements
Unlimited access	• Provides unlimited access to STSEs on eligible products during service coverage period	• Comprehensive coverage and expedited support process via direct engagement with security clearance eligible engineers

Service Specifications

Juniper Care is the prerequisite for purchase of this service.

Products eligible for Juniper Government Network Support Services include Juniper M Series, T Series, MX Series, EX Series, SRX Series, QFX series, PTX series, LN series, CTP series and J series products purchased.

Services coverage is 24x7 on all eligible products above except CTP series and J series. Services coverage is 8x5 (local JTAC business hour) on CTP series and J series.

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 networks. 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/solutions/federal-government.

Your ideas. Connected.™

Ordering Information

Juniper Networks Government Network Support Services are available for customers in the U.S. only. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

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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