

# Field Service Engineer Service

## Service Overview

Whether your organization competes in today's highly competitive and dynamic market or provides high-value public services, there is tremendous pressure on your IT and operational staff to keep up with constantly evolving technologies and vendor products, and to adapt and scale your network to align with business-critical initiatives.

The Field Service Engineer service provides organizations with the flexibility to use Juniper expertise as an extra resource when and where it is most needed. It is primarily intended for installation of new equipment, to execute written test plans, and to roll out configuration changes throughout the network.

## Service Description

Today's volatile market can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment. Juniper Networks Field Service Engineers are available for full-time onsite engagements to provide highly customized operational assistance to your organization. Similar to the Resident Engineer, but with lower certification and narrower skillset, a Field Service Engineer will focus on installing and bringing up new equipment and on network transformation.

Because they work alongside your staff at your location, Field Service Engineers become thoroughly familiar with your unique processes and requirements, your network's specific configurations and challenges. They provide an extra staff resource that is well trained on Juniper Networks equipment and can provide a bridge between your staff and the expertise within Juniper. The Field Service Engineer can quickly help you execute any planned changes for your network and execute test plans, without you having to spend months recruiting personnel with the right skillset.

The Field Service Engineer will coordinate the resources necessary to perform a wide variety of activities, typically including:

- Installation of Juniper product
- Deployment of service automation
- Testing of Juniper products against written test plans
- Limited onsite troubleshooting support
- Opening up trouble tickets and gathering input data for analysis
- Network documentation and inventory

## Features and Benefits

Table 1: Field Service Engineer Service Features and Benefits

Feature	Feature Description	Benefit
Testing of Juniper products against written test plans (but not the creation of test plans)	<ul style="list-style-type: none"> <li>Assists your operational staff with additional expertise for testing Juniper products against test plans developed by your staff, a Juniper Professional Service engagement, or a combination of the above</li> </ul>	<ul style="list-style-type: none"> <li>Minimizes downtime and reduces operational costs to accelerate revenue-generating activities</li> <li>Helps avoid end-user service-level agreement (SLA) penalties</li> </ul>
Network documentation and inventory	<ul style="list-style-type: none"> <li>Assists your staff in inventorying your Juniper products. Documentation could include documenting network configuration, topologies, processes, etc. Installation of service automation, if not already installed, will help in assisting your staff in planning for future network growth</li> </ul>	<ul style="list-style-type: none"> <li>Uses inventory management to ensure that the Juniper products installed in your network match Juniper's database</li> <li>Ensures that your product is provided the correct support when you need to call into Juniper Networks® Technical Assistance Center (JTAC)</li> <li>Provides you with a documented view of your Juniper network after the work is done</li> </ul>
Limited onsite troubleshooting support	<ul style="list-style-type: none"> <li>Provides another resource for opening JTAC cases, gathering and attaching relevant logs, and identifying devices which may be causing issues</li> </ul>	<ul style="list-style-type: none"> <li>Frees up some of your staff to work other network issues</li> <li>Involves your engineers so they can learn and become more proficient in troubleshooting Juniper issues</li> </ul>
Implementation of Juniper product (including deployment of service automation as applicable)	<ul style="list-style-type: none"> <li>Assists your operational staff with the implementation of Juniper product, whether adding to your existing network or deploying new Juniper devices</li> </ul>	<ul style="list-style-type: none"> <li>Provides you with expertise on Juniper products if you are short staffed and/or your staff is just coming up to speed on new Juniper products</li> <li>Provides you with a faster ROI by getting the Juniper product up and running in your network</li> </ul>

Table 2: Field Service Engineer Service: Customer and Juniper Responsibilities

Juniper Responsibilities	Customer Responsibilities
<p>Juniper Networks will:</p> <ul style="list-style-type: none"> <li>Establish a scope of effort for the Field Service Engineer to assist the customer with network operations-related activities</li> <li>Find and place the appropriate Field Service Engineer</li> <li>Provide the Field Service Engineer with access to the Juniper tools, resources, and processes required to support the scope of the defined tasks</li> </ul> <p>The Field Service Engineer will:</p> <ul style="list-style-type: none"> <li>Work onsite at your location</li> <li>Assist with network inventory asset management and tracking</li> <li>Assist in testing Juniper Networks products, features, and functionality</li> <li>Oversee, monitor, and track open trouble tickets, return material authorizations (RMAs), and open bug reports</li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>Provide a suitable work environment for the Field Service Engineer, including all required hardware, software, and facilities access; qualified personnel including project management; and supporting resources to accomplish objectives defined in the scope of work</li> <li>Provide access to the Internet, your network, and all required and requested data needed to accomplish objectives defined in the scope of work</li> </ul>

## 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

To learn more about the Field Service Engineer service and how it might benefit your organization, please contact your Juniper account manager or services business manager.

Before the service begins, a statement of work (SOW) will be established outlining the scope of effort to be performed.

The Field Service Engineer (FSE) service is delivered by an authorized Juniper Services Partner; to see the complete listing of Services Partners, click here: [Service Partners](#) or contact: [jpa-services@juniper.net](mailto:jpa-services@juniper.net)

Model Number	Name
SVC-ADV-FSE	Field Service Engineer, full time, 12 months

## 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](http://www.juniper.net).

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