

Juniper Advanced Services: Which Offsite Program Is Right for You?



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BUILD MORE THAN A NETWORK.

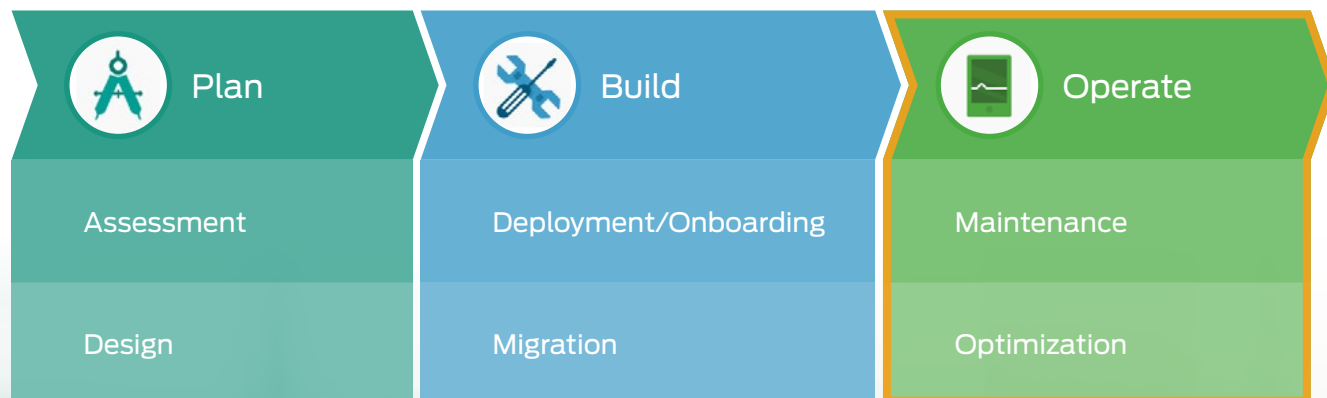
Introduction

The network is the lifeblood of your business. Companies like yours are under pressure to optimize their networks to ensure high performance and minimal downtime and disruption for users. To ensure the network is available when needed, and always operating at peak capacity requires going beyond a successful deployment of individual network components to a holistic and ongoing fine tuning of network operations.

Juniper Advanced Services are subscription-based services that optimize your existing network infrastructure and lay the foundation for achieving future operational excellence. Whether you are embarking on cloud, mobile, or big data initiatives—or simply looking to improve your existing network infrastructure—you can take advantage of Juniper Advanced Services.

Juniper Services offers a broad portfolio of services that includes Professional Services, Maintenance Services, and Advanced Services. Taken altogether, these services cover the entire network lifecycle of build, plan, and operate (see Figure 1).

Figure 1: Juniper Services lifecycle approach to the network



Juniper Advanced Services are unique in that they are designed to help with the *operate* portion of the lifecycle—network optimization and maintenance. You can choose from onsite Advanced Services, such as having a Juniper resident engineer on your premises, or you can contract for any one of three offsite Advanced Services programs.

Three Offsite Advanced Services Programs to Choose From

Juniper offers three remotely delivered programs: **Network Productivity Service**, **Juniper Care Plus**, and **Juniper Optimum Care**. Which program is right for you depends upon the size and complexity of your network, how proactive you want to be in optimizing it, and the kind of relationship you want to build with Juniper.

NETWORK PRODUCTIVITY SERVICE

Juniper Networks Network Productivity Service (NPS) is an entry-level service that Juniper offers mid-sized businesses or businesses with a small Juniper installation. The service provides remote assistance that includes actionable recommendations to optimize network performance and prevent issues. NPS builds a partnership between customers and Juniper experts, resulting in increased ROI and continuous improvement of network operations through trend analysis. The goal: to reduce network risk while ensuring a smooth and efficient operation of Juniper equipment. NPS comes in different flavors depending on geography (Americas, EMEA, APAC).

JUNIPER CARE PLUS

Businesses interested in building closer operational ties with Juniper experts should consider Juniper Care Plus (JCP). JCP empowers you to meet today's business challenges by delivering personalized services that maximize application reliability and avoid incidents that slow down or disrupt network operations. Your network is always at optimum readiness and able to evolve smoothly and effectively in response to the demands of your business.

JCP provides valuable features over and above a standard Juniper support contract:

- **Named service manager:** This is your single point of contact for all Juniper service-related activities. Your service manager oversees delivery of all services you are entitled to with JCP, does biweekly reviews of any support cases, and helps manage escalations of any support cases.
- **Expert-to-expert services:** As part of JCP, you get access to a designated team of senior Juniper Networks® Technical Assistance Center (JTAC) engineers for all Priority 1 and Priority 2 issues on a 24/7 basis. This expert-to-expert service has been proven to significantly reduce the time to resolution of Priority 1 cases.
- **Training credit:** Your engineers and analysts get access to Juniper webcasts, and you get credits that can be used to access publicly available, open enrollment, instructor-led (either in-person or online), and e-learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center around the world.
- **Advanced services credit:** These credits can be used to access any Juniper prepackaged network optimization service, including configuration analysis and change review, design change review, feature rollout and change review, network change plan review, implementation support, product issue impact review, software upgrade recommendation and review, and product health check.

JUNIPER OPTIMUM CARE

Juniper Optimum Care combines the benefits of JCP with the ongoing reports from NPS. You get a rich set of ongoing and—most importantly—proactive services especially intended to enhance the operational excellence of your network. Unlike JCP, JOC services are unlimited—you get as many as you need rather than depend on limited “credits.” You receive these services in a special cadence to achieve operational excellence and minimize network issues rather than using them to “put out fires.”

- **Named service manager:** This feature is the same as in the JCP program.
- **Expert-to-expert access:** This feature is also the same as with the JCP: unlimited 24/7 access to a team of senior Juniper Networks® Technical Assistance Center (JTAC) engineers for all Priority 1 and Priority 2 issues, 365 days a year.
- **Software lifecycle management:** Juniper ensures that all software is optimized for your network’s devices and features, and recommends upgrades based on bugs and network requirements. This service makes sure you have a plan in place to replace software before it becomes obsolete. You can also avoid known issues and select the optimum feature set of software matched to the actual hardware in your network.
- **Configuration analysis:** This service makes sure that all desired network features are properly configured. This eliminates misconfiguration problems while minimizing the security risks that can occur if unneeded features are activated.
- **Product performance optimization:** Juniper provides ongoing, bimonthly reports on network performance. You can schedule regular or ad-hoc sessions to address any areas of concern. You also get a trend analysis and an audit trail showing continuous performance improvements and any areas that should be targeted for future action.
- **Remote technical consultation:** Finally you get remote, phone, and email-based advice for technical questions on software, configuration, service automation, and product performance optimization.

JUNOS SPACE SERVICE INSIGHT

JOC and JCP customers also get access to Junos Space Service Insight, an intelligent application that automatically delivers proactive reports on Juniper Networks Junos operating system devices. These include targeted proactive bug notification and on-demand end-of-life (EOL), end-of-service (EOS), and end-of-engineering (EOE) reports.

Business Value Delivered by Advanced Services Offsite Programs

All three Advanced Services programs offer significant business value to your organization. Specifically, they enable you to optimize your network; help you avoid issues that can impact network performance or availability; and, in doing so, minimize downtime.

OPTIMIZE YOUR NETWORK

You get proactive automation tools that automate and simplify your network. Additionally, Juniper's sophisticated software lifecycle management services—whether you use them “a la carte” with the credits provided by JCP or consume them continuously under JOC—ensure that your network operates at peak performance.

AVOID ISSUES

The proactive nature of all three of the offsite Advanced Services Programs is supported by Juniper engineers performing expert configuration analysis and productive performance optimization. This helps you avoid many network issues that would otherwise arise from misconfigurations, software bugs, or other avoidable problems. The time you don't have to spend fixing issues is time—and money—in the bank.

MINIMIZE DOWNTIME

The high-touch support you get from a dedicated service manager ensures that when issues do arise, they are taken care of swiftly, and escalated if necessary. And access to senior engineers results in the fast resolution of mission-critical hardware and software incidents. This significantly accelerates the mean time to resolution (MTTR), leading to much greater network availability.

Reactive or Proactive? Your Choice

The main difference between JCP and JOC comes down to how proactive you want to be when it comes to network performance.

Choose JCP when you want help to be on call when you need it.

If you want to take a more proactive stance with a full array of expertly scheduled diagnostic and consulting services that turn Juniper into a full partner, you should choose JOC.

Both JCP and JOC offer you service management, expert-to-expert services, and service automation implementation support. The key difference is that with JCP, the customer decides which Advanced Services Consulting Engineer services to use and when. The customer uses consulting credits for those, and also \$10,000 in training credits to use as desired.

For JOC customers, on the other hand, Juniper has created a schedule for a specific set of Advanced Services Consulting Engineer services in a specific cadence to achieve operational excellence and minimize network disruptions.

Value – A Case Study

A large global financial services firm was a large Juniper customer with an extensive installation of Juniper NetScreen and SRX firewalls, as well as Juniper routers and switches. A JCP customer for many years, the firm decided to upgrade to JOC in September 2015, signing a three-year contract for the unlimited Advanced Services offsite program.

The program has been invaluable, according to vice president of security engineering for the financial services firm. “We try and be very independent, and only reach out when there’s something we can’t resolve with our own internal operations and engineering teams,” he said. “But there are times we really need to depend on the ASCEs [Advanced Services Consulting Engineers], such as when we have a catastrophic bug that we can’t fix ourselves.”

Last spring, the company ran into such a scenario—a software glitch that was causing network outages—and called its Juniper service manager for help. The service manager immediately alerted the ASCE team and pushed through an “Enhancement Request” (ER) to be put into code as well as several iterations of Product Issue Impact Reviews (PIIRs), also known as “bug scrubs”), to be implemented by ASCE engineers. “Juniper helped us upgrade to a point where everything worked,” said the vice president.

The get-as-much-help-as-you-need-when-you-need-it aspect of JOC is highly valuable, he said. “We’ve already done three PIIRs in the first half of this year. With credits, you don’t know whether to save your tokens for a catastrophe or use them to avoid losing them.”

But the named service manager is the shining star of the JOC program, the vice president insists.

Back in the fall of 2015, right after signing the JOC contract, the financial services firm ran into an interoperability problem between a Cisco Nexus router and one of Juniper’s SRX firewalls. “We didn’t realize it until we were in production, so it was kind of a big deal for us,” said the vice president. The JOC service manager immediately escalated the issue and got buy-in from all the right engineering teams to bring Cisco products into Juniper’s lab and reproduce the firm’s issue. It turned out that the Cisco switch was non-RFC compliant but could be “tuned” to resolve the issue. Juniper worked closely with Cisco and sent daily bulletins to the financial services firm until the issue was resolved.

“The program [JOC] works great for us,” said the vice president. “It gives us the flexibility to do what we want, when we want to do it. We’re very happy with the service.”

Before subscribing to JOC, the financial institution’s impetus for updating code was typically a software issue. “Today, with our ability to review PIIRs more regularly, we are now in a position where updating code is driven by lifecycle management than product issues,” said the vice president.

Conclusion

In today's complex, multivendor network environments, you can't take chances that performance will falter or—worst case scenario—fail altogether. You need a foolproof safety net to ensure that your users stay productive and business is always on.

Juniper offsite Advanced Services offer the optimal solution. Whether NPS, JCP, or JOC, you can be assured that you will receive prompt and expert attention for any issue that arises.

For more information on Juniper Networks Advanced Service, contact your Juniper Networks representative or visit www.juniper.net to learn more.



Next Steps

Talk to your Juniper account manager today about how you can ensure success by including Juniper Advanced Services in your next purchase.

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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