

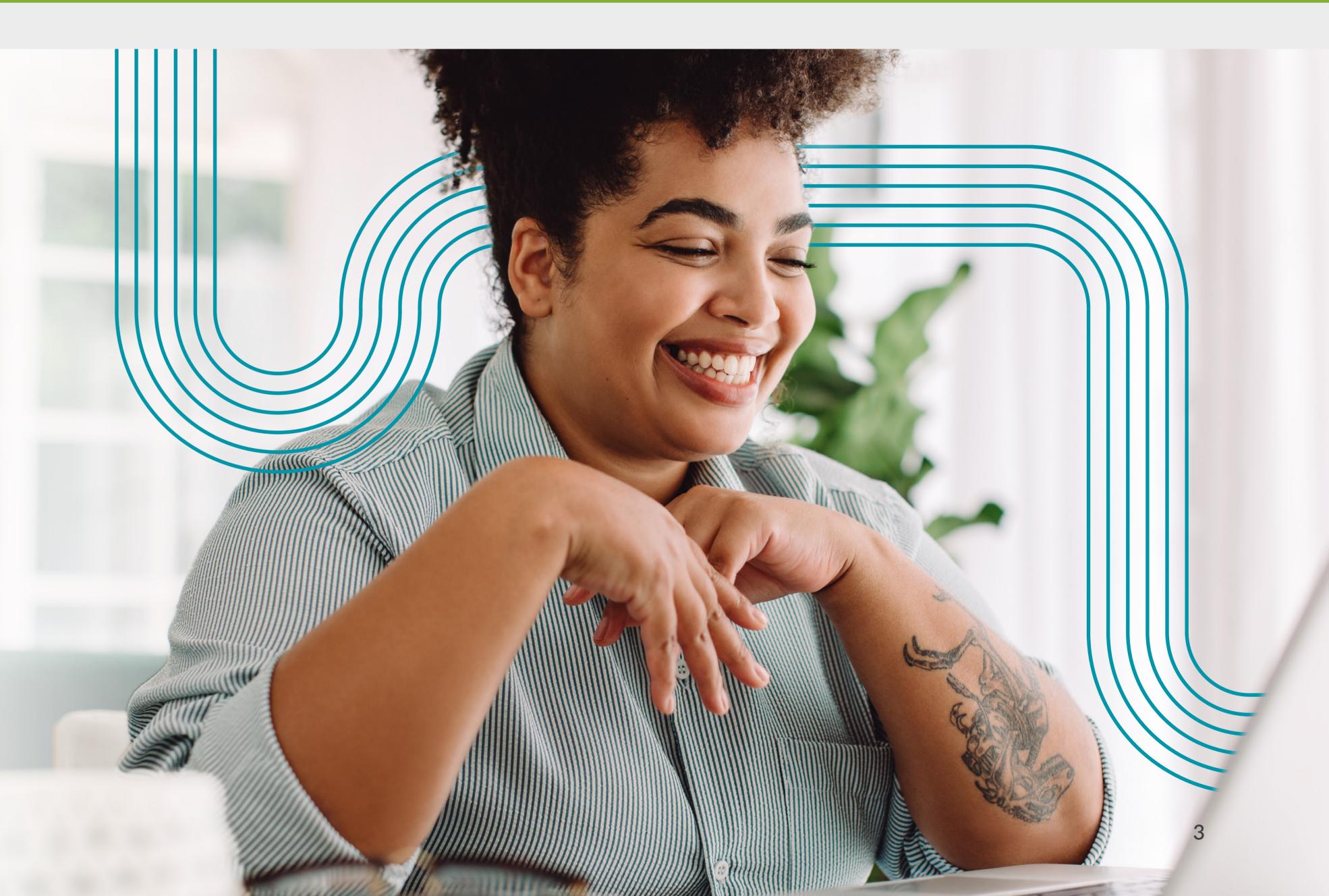
# Juniper Partner Advantage

Overview





## Welcome



Why Partner with Juniper?

## Why Partner with us?

By partnering with Juniper, you can be at the forefront of the AI moment for enterprise. Juniper's Al-Native Networking Platform leverages AlOps to assure that every connection is reliable, measurable and secure for every device, user, application and asset. You'll be able to create a branded, differentiated service catalog to increase your recurring revenues and grow your market by delivering Gartner® endorsed technology with the flexibility and nimbleness that your business and your customers need.

#### Our Opportunities Differentiated **Industry Analyst** Partner Assured Margin Rich Full Untapped Partner Market **Technology** Recognition Services & Stack Selling Opportunity Software Opportunity Share







#### Roles Available within JPA



## Roles available within JPA

JPA program offers three types of roles to their partners based on their go-to-market strategy and their partnership with Juniper.

Enable partner-led resale business, providing a well-structured set of resources, offering multiple specializations, market-leading incentives, and providing performance tracking capabilities to drive a highly profitable partnership.

Enables partners to create an AI-Native managed Juniper offering with a differentiated catalog of services to help increase profitability, improve SLAs, and develop recurring revenue to grow your profits.

Provides non-Juniper transacting partners who are defining, influencing purchasing decisions, and potentially supporting post-sales design, deployment, management, and services for their customers while gaining rich benefits when leading with Juniper.

## Solution Reseller



## Juniper Partner Advantage Solution Reseller

Now is our time. That's why we're extending our significant investment in the JPA Solution Reseller Role. More money. More ideas. More commitment. There is market share to gain, and we have the hypergrowth formula to take advantage.

We are intently focused on modernized collaboration, experience-led selling, and building market-leading solution practices together. And we're increasing your earning potential and profitability by investing in your practice. All this, so we can accelerate your growth and strengthen our partnership even further as we take command of our future together.

This guide introduces the features and benefits of being a Solution Reseller: its key elements, how you benefit from becoming a partner, and where to find more detailed information.

Solution Reseller Role classifies its partners into four partner levels:

- 1 Elite P
- 3 Selec

2 Elite

4

Reseller





# Why Participate in the Juniper Partner Advantage Solution Reseller?

The Juniper Partner Advantage Solution Reseller Role provides access to Juniper's software, hardware, and service solutions in a resell motion to your customers. Maximizing this role allows partners to deliver their service offering with market-leading, industry-recognized, and experience-first network solutions to solve today's most complex business challenges.

#### This role includes:

- New initiatives, rewards, incentives, and specializations designed to drive incremental growth for your business
- Differentiate your practice beyond Specializations through Juniper Partner Assurance for Solution Resale
- A powerful dashboard that provides at-a-glance visibility into your business performance in real time
- Paths to Success guiding partners in different functions with steps to deliver incremental growth and profitability.
- Champions Program for your Sales, Marketing, and Technical individuals to reward them for their success.
   Access to recognition, rewards, PXMs, and the community to fuel continued growth.
- Service Opportunities through Juniper Service
   Specializations to reward partners for developing rich
   Juniper practices and offering lasting customer experience

Partnering with Juniper Networks means you can benefit from a clear and consistent go-to-market approach with differentiated value across our AI-Native Networking Platform.



## Levels and Benefits

The Juniper Partner Advantage Solution Reseller Role has a four partner levels – Elite Plus, Elite, Select and Resellers – that supports you in realizing growth in your business and investing with Juniper over time.

| REQUIREMENTS  | ELITE PLUS | ELITE    | SELECT   | RESELLER |
|---|------------|----------|----------|----------|
| Signed Juniper Terms & Conditions                                     | <b>✓</b>   | <b>✓</b> | <b>✓</b> | <b>✓</b> |
| Invitation Only   | <b>✓</b>   | <b>✓</b> | <b>✓</b> |          |
| Minimum Sales Achievement** (based on tier & country tier)            | <b>✓</b>   | <b>✓</b> | <b>✓</b> |          |
| Minimum Percentage Service Attach Rate** (or services partner status) | <b>✓</b>   | <b>✓</b> | <b>✓</b> |          |
| Minimum Security Sales Achievement** (based on country tier)          | <b>✓</b>   | <b>✓</b> |          |          |
| Sales Champions Accreditation**                                       | (4)        | (4)      | (2)      |          |
| Technical Baseline Accreditation**                                    | (2)        | (2)      | (1)      |          |
| Completion of Specialization**  | (3)*       | (2)      | (1)      |          |
| Partner Assured AI**  | <b>✓</b>   |          |          |          |
| Quarterly Account Planning**  | <b>✓</b>   |          |          |          |
| Co-investment Agreement**   | <b>✓</b>   |          |          |          |

This table shows an overview of the benefits available to you as a partner in 2024.



<sup>\*</sup> One Specialization must be AIDE Wired & Wireless

<sup>\*\*</sup> Requirements are base for entry into Elite Plus level. Annual requirements tied to Partner's Individualized Memorandum of Understanding (MOU)

#### Levels & Benefits



| BENEFITS                                  | ELITE PLUS    | ELITE         | SELECT      | RESELLER |
|---|---------------|---------------|-------------|----------|
| Juniper Rewards                           | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Product Discounts                         | <b>\$\$\$</b> | <b>\$\$\$</b> | <b>\$\$</b> | \$       |
| Access to Non-standard Pricing            | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Deal Registration                         | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Velocity Channel Pricing                  | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Product Promotions                        | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Partner Sales & Technical Training        | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>✓</b> |
| Access to Juniper Partner Center          | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Access to the Hub (marketing center)      | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Discount Demonstration Equipment - NFR    | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    | <b>/</b> |
| Juniper Partner Locator                   | <b>//</b>     | <b>✓</b>      | <b>✓</b>    |          |
| Incentive Rewards Eligibility             | <b>\$\$\$</b> | <b>\$\$</b>   | \$          |          |
| MDF                                       | <b>✓</b>      | <b>✓</b>      | <b>✓</b>    |          |
| Juniper Service Partner Eligibility       | <b>✓</b>      | <b>✓</b>      | *           |          |
| Access to WW Briefing Centers             | <b>//</b>     | <b>✓</b>      |             |          |
| Access to Field Marketing Resources       | <b>✓</b>      | <b>✓</b>      |             |          |
| Access to Juniper Partner Account Manager | <b>✓</b>      | <b>✓</b>      |             |          |
| Marketing Concierge Services              | <b>✓</b>      |               |             |          |
| Elite Plus Exclusive Incentive Rewards    | <b>✓</b>      |               |             |          |
| Custom Co-investment Plan                 | <b>✓</b>      |               |             |          |

This table shows an overview of the benefits available to you as a partner in 2024.

\* With Juniper Partner Account Manager nomination

## Levels and Benefits Defined

### Streamlined 5-Step Deal Registration

- You or your distributor submit your opportunity via the Deal Central platform
- 2 You or your distributor submits a Bill of Materials (BOM) upon submission or after approval
- 3 You and your distributor are notified of approval
- 4 Juniper sends an approved price quote
- We work together to win the opportunity

Please note that partners must meet all the defined requirements to be eligible for JPA benefits.





Levels & Benefits Defined



#### **Deal Registration:**

Deal Registration rewards you for identifying and developing new business opportunities when selling eligible products and services. By taking part, you can benefit from preferential deals and price advantages. <u>Learn more</u>

#### **Quarterly Incentive Rewards:**

Select, Elite and Elite Plus partners can receive rewards based on closed, won, and shipped Deal Registration business. The program rewards based on Deal Driven Type Partner Value or New Opportunity and includes Boosters on Software and Expanding a Customers Juniper Solutions. Learn more

#### **Co-Investment Funds (ELITE PLUS ONLY):**

Designed for Partners with a strong Juniper practice looking to capture the AI-Native Networking opportunity. By providing dedicated funding driven by formal commitment via MOU outlining objectives, co-investment areas, timelines for execution, and tight alignment with Juniper sales, Partners can see hypergrowth Juniper profitability.

Learn more

#### **Seller Rewards:**

Incentivizes your sales representatives and technical sellers to drive targeted sales-focused activities (including Deal Registration), helping you to close more new opportunities and grow your business. Individuals required to be a Juniper Champion.

Learn more

## Training

JPA provides easy access to valuable training in bite-sized, easy-to-consume modules via the Juniper Networks Learning Academy, our one-stop e-learning platform.

### **Training and Learning Requirements**

#### Sales Champions.

The Juniper Champions Program brings together a peer group of proactive individuals in a unique, professional community network. Designed to help partners develop new capabilities, win business faster, and create outstanding customer experiences. Champions can reach the top of their game, speed sales, and win larger deals, while paving their path to achieving "Legendary" status.

Sales Champions will be well-positioned to win business faster by accelerating sales processes through prioritization of lead distribution, access to pre-sales tools, and invitations to virtual community events.

#### Technical baseline.

Designed to support your sales engineers and solution architects with a foundation of skills across the Juniper portfolio of solutions, this accreditation includes Juniper associate level certifications for Junos.

#### Specialization-centric training.

Designed to provide the flexibility to build Juniper expertise in areas that make sense for your business, Juniper offers specialization training and focused certification to support the complex environments your customers need you to transform.

To achieve any one of Juniper's specializations, you will need to complete Juniper Network Certification Program (JNCP) certifications or defined accreditations to build your pre- and post-sales skills.



## Technology Specializations

Juniper specializations cover several key areas of technology for strengthening customer relationships and improving margins. You can align your specializations to fit the area of focus for your business, and stack them to build complete solution expertise.

## AIDE SD-WAN and Session Smart Routing:

Fuels an advanced, service-centric networking solution that takes software-defined routing to a new level. Ideal for today's digital businesses, the Session Smart Router enables agile, secure, resilient WAN connectivity with breakthrough economics and simplicity.

#### **AIDE Wired and Wireless:**

For partners who are using Mist AI Cloud to revolutionize wired and wireless enterprise networks, with AI-driven insight, automation, and actions maximizing user experiences, while delivering unprecedented simplicity, reliability, and security.

#### **Data Center:**

For partners who are deeply focused on data center projects, to help their customers automate the entire network lifecycle with the turnkey Apstra System running on top of Juniper's award-winning switching, routing and security platforms.

#### **Routing and Switching:**

Supporting partners specializing in providing routing solutions to enterprise and service provider customers, such as core to edge routing, data center interconnect and traffic management of carrier class, and highly robust and available transport networks for critical business services.

#### **Security:**

For partners who provide enterprise and service provider customers with dedicated or integrated security that includes Juniper Connected Security solutions. It provides rich support in the form of focused rebates on Juniper's security portfolio.





## Service Specializations

### Support and strengthen

Our Partner Service Specializations are designed to enable you to strengthen customer relationships, deliver more complete solutions, improve recurring revenue, and enhance business margins. Whether you choose to resell Juniper branded services or to deliver co-branded service offerings, our programs ensure you have the tools, training, and incentives you need to succeed.

#### **Partner Support Services:**

PSS equips our partners to be the single face of customer support by providing comprehensive tools, in-depth training, and technical resources. As a PSS partner, you are empowered to create a seamless customer support experience, setting your brand apart.

#### **Support Services Program:**

SPP enables our partners with the skills and resources needed to confidently sell and renew services while providing performance-based rewards to drive growth and profitability.

#### **Partner Assured:**

Partner Assurance is a way for partners to further differentiate their Juniper Solution Reseller, Managed Network Provider, or Advisor Practice beyond the Specializations, bringing more value to Juniper customers.

<u>Learn more</u>

## Service Performance Program (SPP)

The Service Performance Program is designed to support non-PSS Juniper partners with driving success with services and growing the overall profitability of your Juniper Practice.

#### SPP 2024 Framework

|   | SVC ASSOCIATE            | SVC PROFESSIONAL   | SVC MASTER   | SVC EXPERT   |
|---|--------------------------|--|--|--|
| Yearly Performance Requirements           | Accept Juniper T's & C's | Accept Juniper T's & C's SA: \$50,000 - \$99,999  "AR: 70-79%  *RR: 70-79% | Accept Juniper T's & C's SA: \$100,000 - \$149,999  "AR: 80-89%  *RR: 80-89% | Accept Juniper T's & C's  SA\$>\$150,000  "AR: >90  "RR: >90 |
| MS SVC Discount                           | 14%                      | 14%  | 16%  | 18%  |
| Rebate Payout % (If Rebate Target is met) | 14%                      | AR: ½%<br>RR: ½%   | AR: 1%<br>RR: 1%   | AR: 2%<br>RR: 2%   |
| Rebate Threshold                          | N/A                      | 1Q-AR 90% 1Q-RR 85%  |  |  |

#### Benefits of this program

- ? Rewarding Partners based on service performance
- ? Potential for higher suggested MS SVC discount
- ? Quarterly eligibility to receive rewards

If you have further questions please contact the Juniper Partner Services team: <a href="mailto:JPS@juniper.net">JPS@juniper.net</a>

## Partner Selling - Winning Together

#### Some of the essential tools include:

#### **Awareness**

#### News on demand:

Gain access to Juniper communications and tools that can help you uncover the next big opportunity with your customer.

#### **Enablement**

#### Sales training:

Introductory solution training, along with virtual and live training to support an end-to-end approach to partner sales enablement.

#### **Virtual Selling Pods:**

All Elite Plus members will receive access to virtual selling pods and communities forums – resulting in streamlined sales collaboration with Juniper sales teams and increased Juniper sales readiness.

#### Sales

#### **Deal Registration:**

Get opportunity protection and price advantage discounts that reward you for identifying, developing, and closing new business opportunities.

#### **Product promotions:**

Special limited-time pricing catalogues available via our distribution partners.

#### **Quoting:**

The self-service MyJuniper online dashboard makes renewal quoting and online support fast, easy, and customizable.

#### **Channel Velocity Pricing:**

Competitive no-touch pricing for sub-\$40K list deals that include EX, Branch SRX, and SW products. Additional pre-approved discounts are included with deal registration.

#### **Technical Sales**

#### **Juniper Configurator:**

The easy-to-use tool for defining the proper Juniper configuration for your customer's environment.

#### **Demos:**

Access to Juniper Cloud Labs allows you to model networking and security solutions for inclusion in customer networks, proof of concept activities, and customer or self-education.

#### Pathfinder:

Enables you to determine the proper software version for feature sets and functions on platforms, as well as view statements of product direction for future functionality.

#### PartnerLink:

Connect directly with Juniper Sales and program team using our slack-enabled PartnerLink channel.



# Managed Network Provider



# Managed Network Provider

Welcome to the Juniper Managed Network Provider (previously Network as a Service Provider) Role. This section will help you get started working in the dynamic and fast-growing market of managed services network-as-a-service opportunity powered by Juniper Al-Native Networking Platform.





# Why Participate in the Juniper Network as a Managed Network Provider?

#### Why Partner with us?

Partners with rich managed networking service offerings require a solution that increases top-line revenue while driving margin expansion and delivering exceptional service level agreement (SLA) to your customers.

Juniper's Al Native Cloud Platform allows Managed Network Providers to ease deployment, lower operating costs, provide a leading user experience, and increase their overall win rate with their customers.

Partners will also have access to onboarding resources, service-creation tools, a Business Development Manager, and resources to accelerate your time to market. The Managed Network Provider Role offers four service tracks within its technology catalog.

#### These tracks provide training and certification so you can provide services for:



As a Juniper Managed Network Provider, you will get the expertise needed to address your customers' challenges.



## Program Benefits

The Juniper Managed Network Provider Role offers a tiered model that helps businesses differentiate themselves by their commitment and success using the Juniper platform for their as a service GTM offering.

|                                      | PARTNER LEVELS         |                   |                    |  |
|--------------------------------------|------------------------|-------------------|--------------------|--|
| BENEFITS                             | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |  |
| Partner Portal                       | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Access to Juniper Learning Academy   | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Provider multi tenancy umbrella      | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Juniper Mist cloud with SLEs         | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Predictable sourcing costs           | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Renewals tracking and alerting       | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Access to Juniper Financial Services | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |

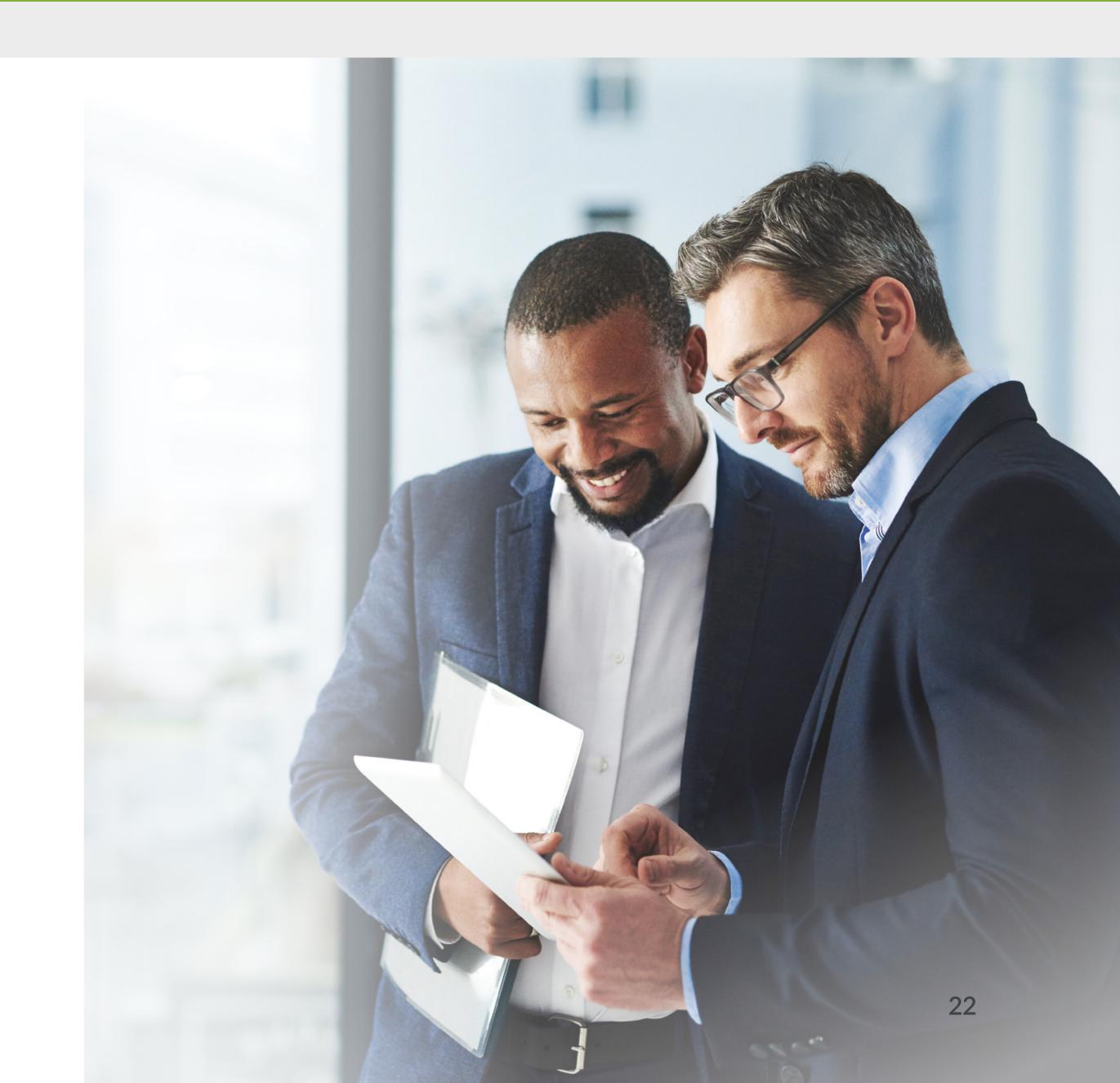
|   | PARTNER LEVELS         |                   |                    |  |
|---|------------------------|-------------------|--------------------|--|
| BENEFITS  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |  |
| Presales and technical design support                       | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Approval based co-marketing investments                     | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Eligible for business achievement incentives and promotions | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Assigned Business Development Manager                       | <b>✓</b>               | <b>✓</b>          |                    |  |
| Volume Purchases  | Upon approval          | Upon approval     |                    |  |



# Eligibility Requirements

|   | PARTNER LEVELS         |                   |                    |  |
|---|------------------------|-------------------|--------------------|--|
| ELIGIBILITY REQUIREMENTS                                      | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |  |
| Ability to provide onsite site survey, design and deployment* | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| 24x7 NOC  | <b>✓</b>               | <b>✓</b>          |                    |  |
| 8x5 NOC   |                        |                   | <b>✓</b>           |  |

<sup>\*</sup> Partners in the Program are required to have the capability to provide onsite design and delivery of their service offering. The use of a professional services company is acceptable upon Juniper approval.





## Program Operating Requirements

|  | PARTNER LEVELS         |                   |                    |  |
|--|------------------------|-------------------|--------------------|--|
| OPERATING REQUIREMENTS   | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |  |
| Accepted Juniper Solution Resale Agreement and added MNP Agreement | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Business plan detailing service creation, coverage & launch        | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Service creation within 180 days of contract completion            | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Partner owned OR customer owned equipment**                        | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Minimum annual new business TCV orders requirement                 | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Monthly POS report in CSV format provided to Juniper               | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Monthly sales forecast provided to Juniper                         | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |

|   | PARTNER LEVELS         |                   |                    |  |
|---|------------------------|-------------------|--------------------|--|
| OPERATING REQUIREMENTS  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |  |
| Eligible parts defined in MNP Role Authorized Product List***   | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Adhere to Program Advertising Policy                            | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Adhere to Technical Support Obligations****                     | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Designate internal Product Manager for services offering        | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Designate Technical Administrator of MSP<br>Umbrella Cloud Orgs | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Full Managed Solution including Partner Assurance for MNP       | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |
| Adhere to random MNP Sales Audit                                | <b>✓</b>               | <b>✓</b>          | <b>✓</b>           |  |

Eligibility for this Program's benefits and operating model requires Partner to own OR resell the equipment incorporated into a Managed Service, create a service and offer the service to Partner's subscribing customers (each such customer, an "End User"). In the event Partner transfers title OR the offering is resold as part of a Managed offering to an End User without prior written notification the MNP Partner will not have access to manage the solution the the Juniper Mist multi-tenant cloud.



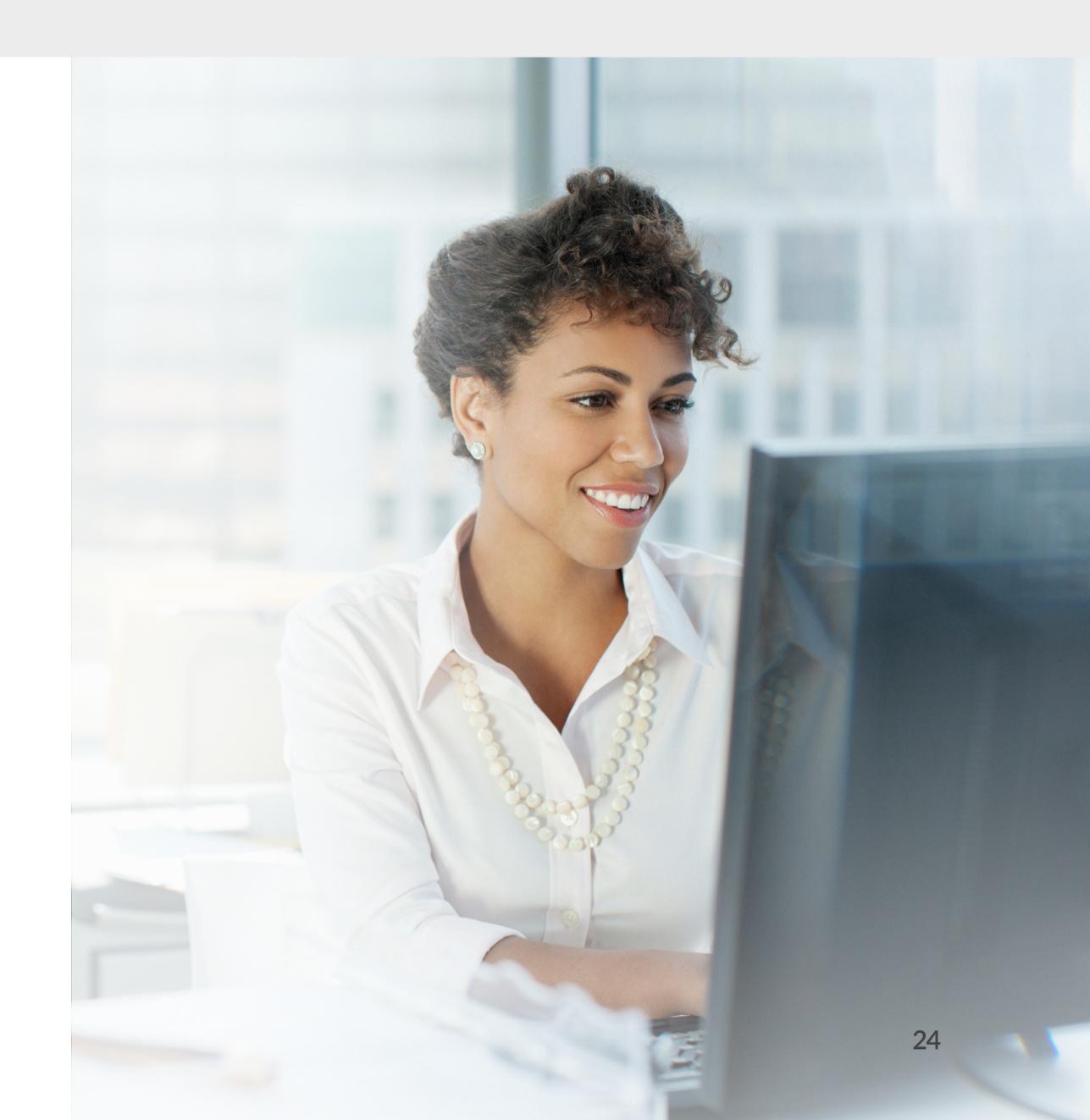
<sup>\*\*\*</sup> See "Certification and Training" section for further details.

<sup>\*\*\*\*</sup> MPN Role Authorized Part List provided upon request. See "Partner Support Obligations" section for further details

# Program Discount Eligibility

The Juniper Managed Network Provider Role offers predictable sourcing costs per partner level.

| TECHNOLOGY TRACK              | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|-------------------------------|------------------------|-------------------|--------------------|
| WLAN Service Track            | <b>\$\$\$\$</b>        | <b>\$\$\$\$</b>   | <b>\$\$\$\$</b>    |
| Location Service Track        | <b>\$\$\$\$</b>        | <b>\$\$\$\$</b>   | <b>\$\$\$\$</b>    |
| Branch Security Service Track | \$\$\$\$               | <b>\$\$\$\$</b>   | <b>\$\$\$\$</b>    |
| SD-WAN Service Track          | \$\$\$\$               | <b>\$\$\$\$</b>   | <b>\$\$\$\$</b>    |





# Annual Business Achievement Requirements

Partners can differentiate themselves by the successes they have with their service offerings. Achieving higher successes in the market brings more Program benefits.

Each Partner who joins the Program will be reviewed at the first six-month point for completion of Program requirements at which time the partner level can be adjusted. Following the six-month check, Partners will be reviewed annually. Partners who have been in the Program less than twelve months will be reviewed by a prorating business achievement based on time in the Program. Partners can be leveled up or down based on compliance with Program requirements.

|  | PARTNER LEVELS         |                   |                    |
|--|------------------------|-------------------|--------------------|
| BENEFITS   | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
| *Annual minimum orders TCV per authorized region | <b>\$\$\$\$</b>        | <b>\$\$\$\$</b>   | <b>\$\$\$</b>      |

<sup>\*</sup> Business achievement is calculated on the total contract value of orders submitted during the annual period. Renewals of services are not included. Sales achievement requirements are specific to the Program. Partners who participate in both the Juniper Managed Network Provider Role and the Juniper Solution Reseller Role are required to meet both program specific sales achievement or revenue targets to maintain their level in each of the programs.



## Certification and Training

Partners must complete the certification levels in the service technology track to be eligible for access to the products for service creation. The Juniper Certification Program (JNCP) can be accessed <a href="here">here</a>.

#### **Certification requirements**

After entering the Program, Partners have till the annual compliance deadline, September 30th to complete their certification requirements. If an individual who completed the certifications left your company within six months of the annual compliance deadline, the individual's certification will count towards compliance. A partner must replace those certifications within the following certification period.

Partners who participate in both the Managed Network Provider Role and the Solution Reseller Role can satisfy both program certification requirements by completing one of the two program certification levels as long as the highest of the two is met.





# Certification Requirements

## General Program.

|  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|--|------------------------|-------------------|--------------------|
| Course: Introduction to Introduction to Junos Operating System (Available On-Demand) | Recommended            | Recommended       | Recommended        |
| Certification: JNCIA-Junos   | 2                      | 2                 | 1                  |

### WLAN Service Track.

|  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|--|------------------------|-------------------|--------------------|
| Course: Introduction to Juniper Mist AI        | Recommended            | Recommended       | Recommended        |
| Certification: JNCIA-MistAI                    | 2                      | 2                 | 1                  |
| Course: Juniper Wireless Networks with Mist Al | Recommended            | Recommended       | Recommended        |
| Certification: JNCIS-Mist Al Wireless          | 2                      | 2                 | 1                  |

## Branch Security Service Track.

|  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|--|------------------------|-------------------|--------------------|
| Course: Introduction to Juniper Security (Available On-Demand) | Recommended            | Recommended       | Recommended        |
| Certification: <u>JNCIA-SEC</u>                                | 2                      | 2                 | 2                  |
| Course: Juniper Security (Available On-Demand)                 | Recommended            | Recommended       | Recommended        |
| Certification: <u>JNCIS-SEC</u>                                | 2                      | 2                 | 1                  |

### SD-WAN Service Track.

|  | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|--|------------------------|-------------------|--------------------|
| Course: <u>Juniper Session Smart SD-WAN</u>                    | Recommended            | Recommended       | Recommended        |
| Accreditation: Juniper Session Smart SD-WAN Accreditation Exam | 2                      | 2                 | 2                  |

Or

| Course: Juniper SD-WAN with Mist AI                      | Recommended | Recommended | Recommended |
|--|-------------|-------------|-------------|
| Accreditation: Juniper SD-WAN with Mist Al Accreditation | 2           | 2           | 2           |

Optional but recommended: Junos Troubleshooting in the NOC





# Technical Support Definitions

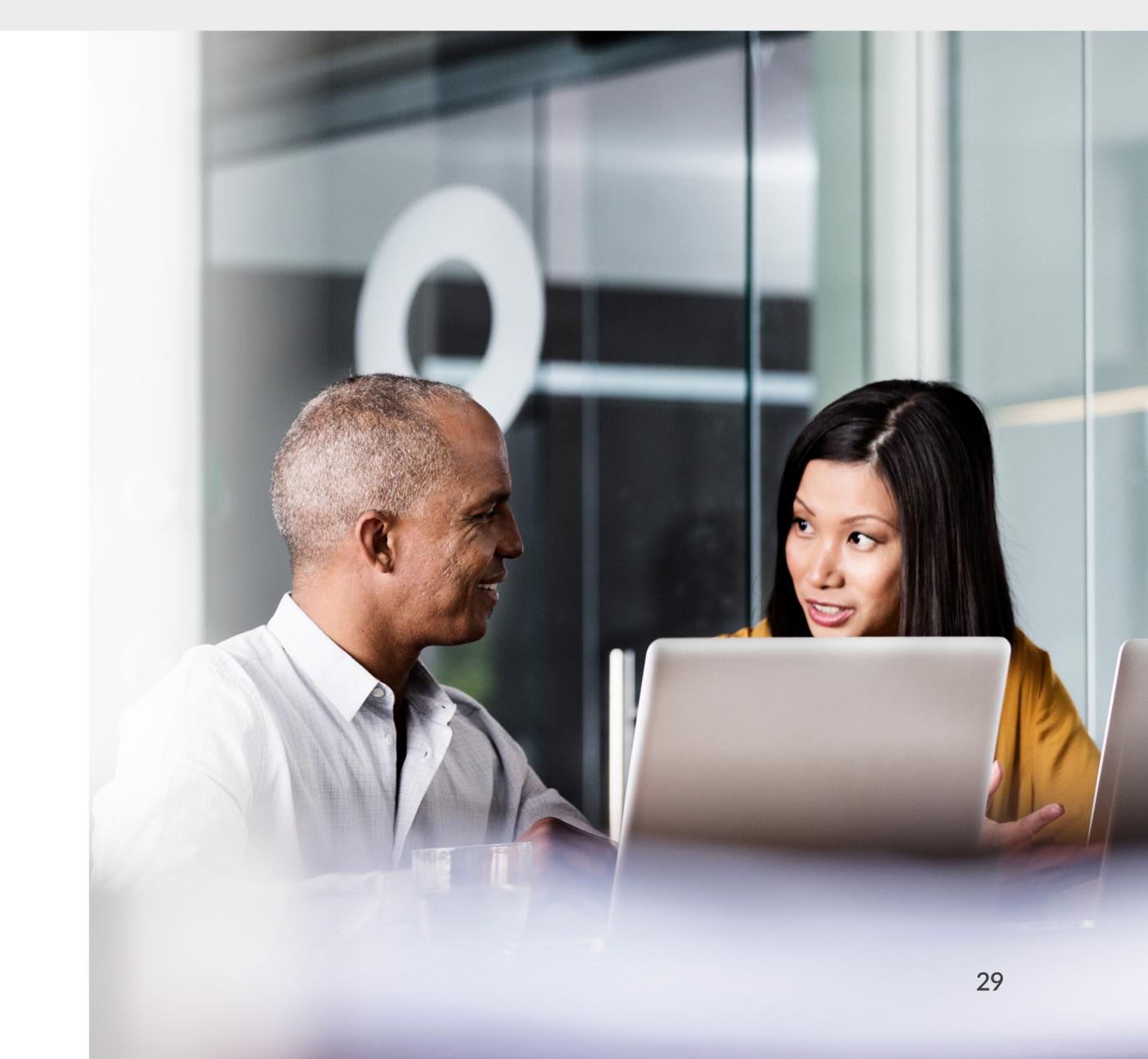
We value the quality of your engagement with your customer. We stand behind you in supporting our joint offering. Below are the Technical Support Definitions.

#### **First Level Technical Support**

Taking End User calls, getting complete information from End User regarding problems experienced by such End User, eliminating common End User errors, checking the network status page, reviewing Product feature release information, Product configuration guidance, delivering simple problem diagnostics on the Product, and escalating unresolved issues with written documentation detailing steps taken prior to escalation.

#### **Second Level Technical Support**

Providing assistance to the First Level Technical Support help desk for issues that cannot be resolved through First Level Technical Support.





#### **Third Level Technical Support**

Providing technical assistance to Second Level Technical Support personnel for technical issues that cannot be resolved by Second Level Technical Support.

## Technical Support Obligations.

|                                | ELITE PLUS<br>PROVIDER | ELITE<br>PROVIDER | SELECT<br>PROVIDER |
|--------------------------------|------------------------|-------------------|--------------------|
| First Level Technical Support  | Partner*               | Partner*          | Partner*           |
| Second Level Technical Support | Partner*               | Partner*          | Partner*           |
| Third Level Technical Support  | Juniper*               | Juniper*          | Juniper*           |

<sup>\*</sup> Partners will neither instruct nor encourage End Users to contact Juniper directly for any technical support. Partner's technical support personnel who have received training regarding the Products and use of the Mist Cloud interface will be authorized to contact the Juniper Second Level or Juniper Third Level Technical Support to resolve any problems that cannot be resolved by First Level Technical Support or Second Level Technical Support, as applicable.



## Ease of Partnering

# Cutting the complexity: partnering made easy.

We value simplicity. For 2024, we've introduced several new features and functions to make it even easier for you to take advantage of the opportunities available within JPA.

#### **Deal Central:**

Register, track, and report on your Juniper Deal Registrations.

#### **Advantage Insights:**

360 dashboard providing you with key business measurements, including: sales achievement (SA), Deal Registration, financial incentives, Plus Programs, services and more.

#### **Partner Business Center:**

With centralized dashboards and tools to manage your relationship with Juniper.

#### **Partner Center:**

To access all your partner-related activities, now with a partner chatbot for answers to FAQs, plus additional marketing, and vertical go-to-market resources.

#### **Partner Benefits Site:**

The Incentives Rewards site is intuitively designed to support you in finding your incentive rewards performance, with configurable dashboards and reporting giving you easier visibility into your program targets, sales, and earning.

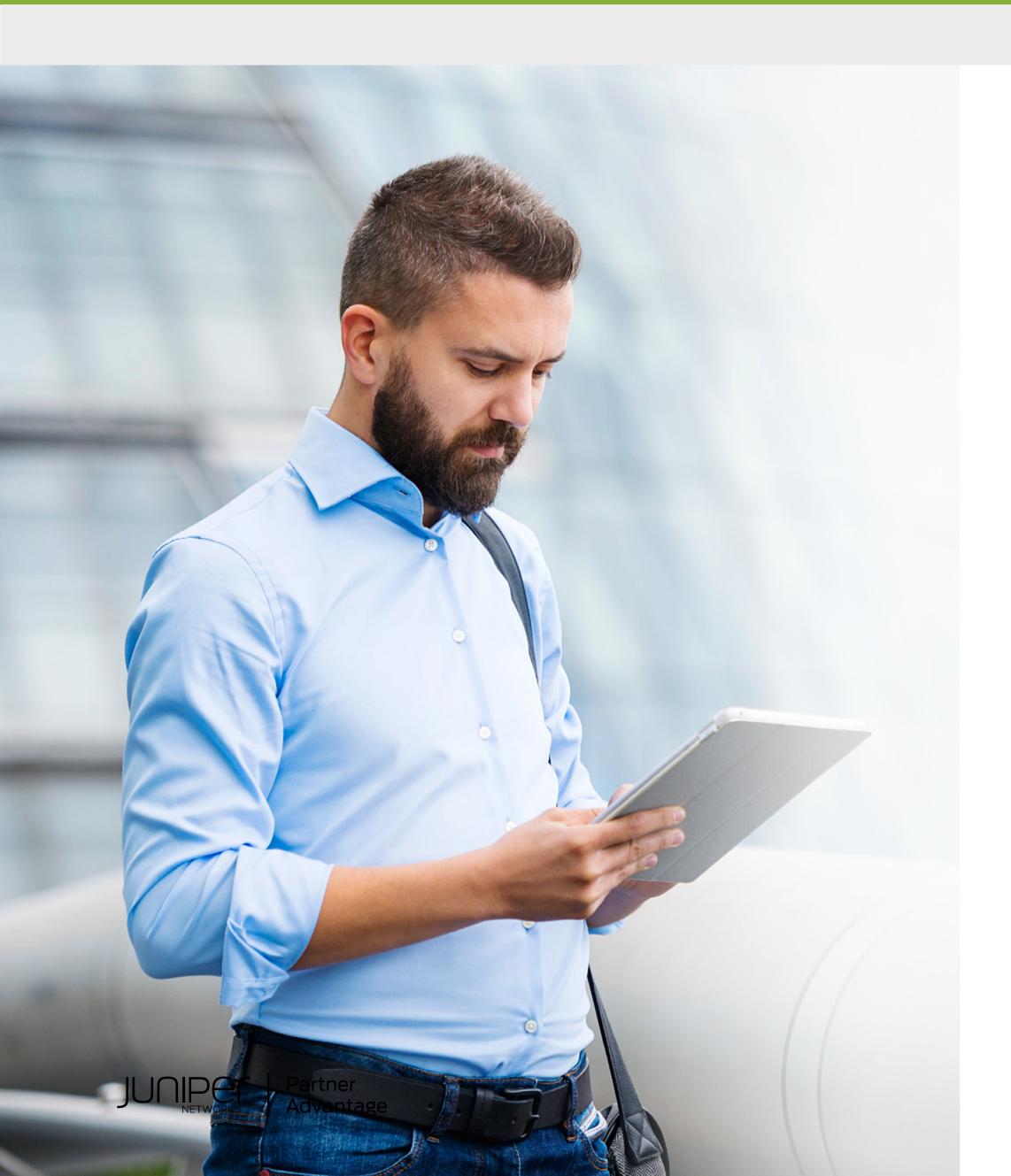
#### **Partner Learning Academy:**

Simplified and enhanced learning platform with updated requirements and courses.

#### PartnerLink:

PartnerLink is a real-time collaboration hub, powered by Slack, providing direct access to your Juniper account team. For Partners without an assigned Account Manager, Partner Experience Managers (PXM)s are at your service.





## Partner Marketing

Whatever your customer base and preferred marketing methods, you can get the support you need to turbocharge your marketing efforts, generate more leads, create upselling and cross-selling opportunities, and build your pipeline.

#### **Co-Marketing Platform**

Add Juniper partnership logos, digital banners and positioning to your campaigns, marketing materials and events.

#### **Campaign Builder**

Nurture prospects and leads by providing them with great content from a wealth of assets, including white papers, campaign messaging, solution briefs, copy blocks, social posts, and infographics.

#### **Get the Scoop**

Sign up for News On-demand: packed with exclusive JPA content including promotions, product releases, selling guides, and other valuable information.

#### **Social Marketing**

The easy way to customize and share social posts from Juniper subject matter experts, news articles from business publications, and other topics of interest with your network.

## Let's be Bold Together

Start your journey with Juniper Partner Advantage today.

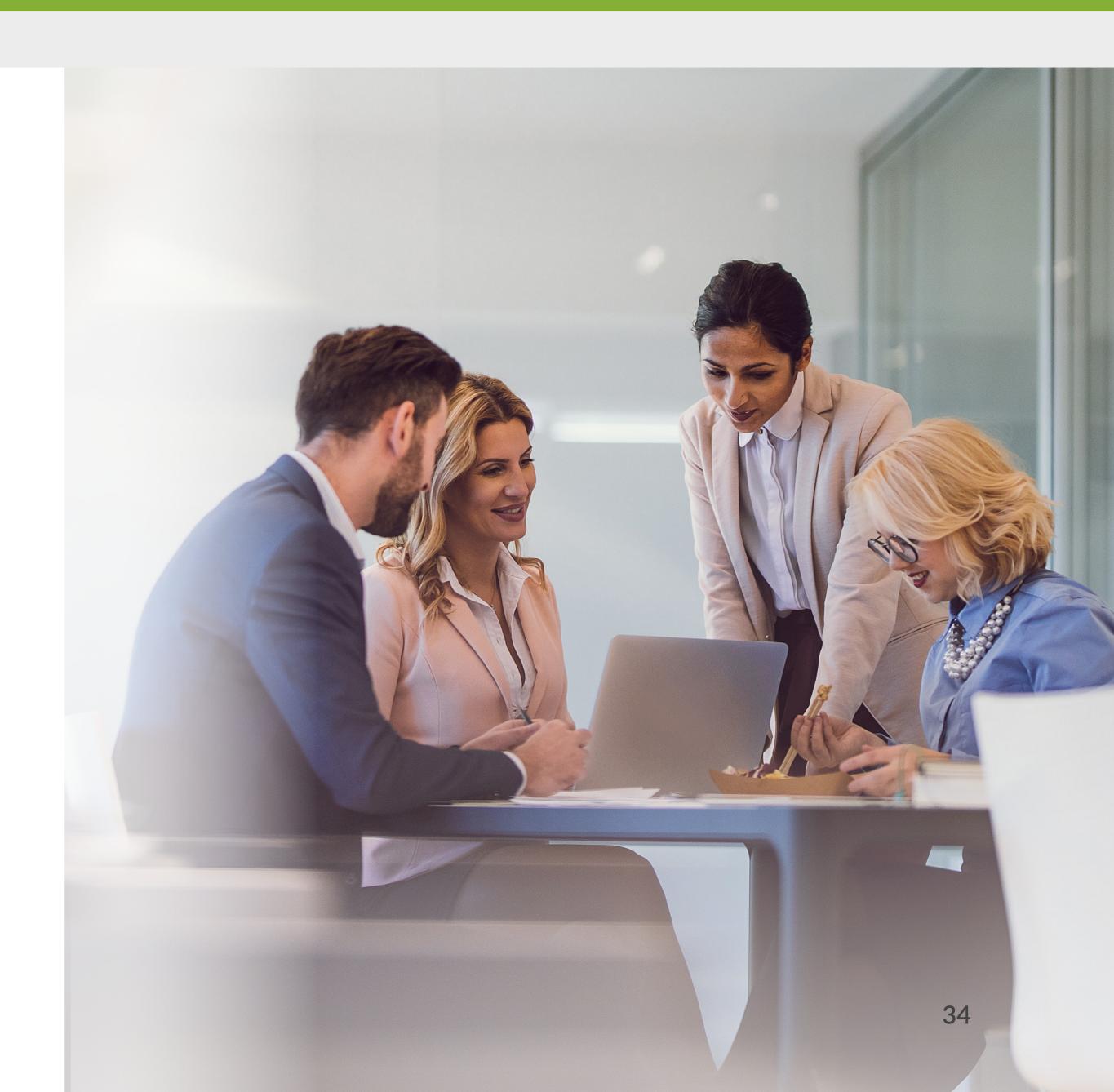
The Juniper Partner Advantage makes it easier than ever for partners like you to grow your business with us. Working together, we can identify and create new opportunities to innovate, enhance, grow revenue, customer base and profit, while strengthening our strategic relationships with customers.

- Ready to go? Visit the <u>Juniper Partner Homepage</u> today
- Any questions? We're happy to help. Send us an <a href="mailto:emailto
- Want to connect? Find JPA news on social media.











## About Juniper Networks

At Juniper, we strive to deliver network experiences that transform how people connect, work and live.

By challenging the inherent complexity in the 5G and cloud era, our solutions power the connections that matter most - from education to healthcare to secure banking. Our commitment is to advance real outcomes for network teams and every individual they serve.

It's that simple.



## Contact us

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