

JUNIPER AI CARE SERVICE DATASHEET

Services overview

Today's organizations face ongoing pressure to adapt to dynamic market demands while maximizing their return on investment. The foundational tier of the [Juniper AI Care Services](#) portfolio, Juniper AI Care, delivers high-value services for enterprise customers with Juniper [Wireless](#), [Wired](#), or [WAN Assurance](#). Through automated, AI-native support, AI Care ensures faster resolutions and enhanced operational efficiency, empowering organizations to focus on their core business objectives.

Services description

Designed to help customers maximize the value of their investment in Juniper campus and branch solutions, Juniper AI Care Services portfolio is the industry's first service portfolio that delivers a true AI-native networking experience over the entire network life cycle—from deployment to ongoing operations and future growth.

Moving from the industry convention of reactive support to a proactive, all-encompassing approach, this three-tiered portfolio leverages AI-native insights and deep technical expertise to help your business surpass service-level expectations (SLEs).

The foundational tier of the service portfolio, Juniper AI Care, is included with Juniper Wireless, Wired, and WAN Assurance. With our 24/7 Juniper Technical Assistance Center (JTAC) support experts harnessing leading-edge AI technology, AI Care delivers faster, more efficient support. Automation and predictive analytics help ensure issues are identified and resolved faster. With AI Care, you can maximize network availability, optimize performance, and deliver outstanding user experiences from the very start.

Service portfolio

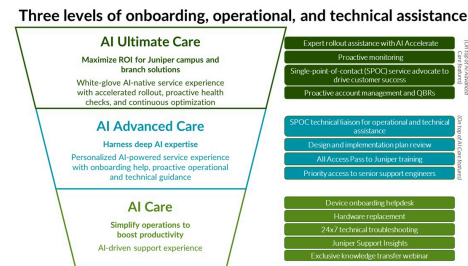


Figure 1: The three tiers of Juniper AI Care Services and included benefits

Features and benefits

Table 1. Juniper AI Care features and benefits

Feature	Description	Benefits
24/7 technical support	Access to 24/7 Juniper Technical Assistance Center (JTAC) with support experts to diagnose, troubleshoot, and resolve system problems quickly and efficiently	Enhanced network availability with round-the-clock expert assistance to resolve technical problems promptly
Knowledge transfer webinar	Quarterly interactive webinars led by Juniper subject matter experts to share best practices for maintaining, operating, and optimizing your Juniper campus and branch solution	Maximized ROI from your Juniper campus and branch solution using expert guidance to take full advantage of available features
Onboarding support	Device onboarding assistance provides guidance and troubleshooting for all campus and branch device onboarding issues during a pre-scheduled maintenance window with a Juniper onboarding expert engineer	Smooth and seamless rollout for accelerated time to value
Hardware replacement	Multiple hardware replacement options to meet your business requirements	Business needs for network availability met with flexible options for hardware replacement
Juniper Support Insights (JSI)	Reports and dashboards for installed base inventory, contract status, license information, proactive bug notifications (PBN), security incident response team (SIRT), and others	Improved network availability and planning using actionable operational health and life cycle insights

Ordering information

The Juniper AI Care contract has a minimum term of 12 months.

The Juniper AI Care Service is available globally. For details, please contact your local Juniper authorized partner, Juniper Networks Account Manager, or your assigned Juniper Service Business Manager.

For additional details, such as scope, deliverables, eligibility, and exclusions, please refer to corresponding Service Description

Document: <https://support.juniper.net/support/guidelines/>

About Juniper Networks

Juniper Networks is leading the convergence of AI and networking. [Mist™, Juniper's AI-native networking platform](#), is purpose-built to run AI workloads and simplify IT operations, assuring exceptional and secure user and application experiences—from the edge to the data center to the cloud. Additional information can be found at www.juniper.net, [X](#), [LinkedIn](#), and [Facebook](#).

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