



# GOVERNMENT ADVANCED CARE SERVICE

## Service Overview

*The Government Advanced Care service is a cost-effective, value-based offering that allows government organizations with networks that contain sensitive and classified information to work directly with Juniper clearance-eligible technical support engineers. It also provides access to secure systems and U.S.-based, U.S. citizen-staffed support resources to quickly and securely resolve network issues.*

## Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® Government Advanced Care service is tailored to address the needs of government organizations by providing access to U.S.-based support and technical teams staffed by U.S. citizens, a Federal Risk and Authorization Management Program (FedRAMP)-certified cloud-based case management system (CRM), and a secure file management system.

Additional value-added features include onboarding assistance, best-practice knowledge transfer, and periodic customized reports, all available to enhance networking expertise, proactively identify and prevent problems, and reduce administrative loads.

## Feature and Benefits

Feature	Description	Benefits
<b>Government Customer Care (G-CCare)</b>	24x7x365 access to a team of U.S. citizen resources via a dedicated toll-free number to facilitate all your inquiries and escalations	Ensures that your issues are handled and resolved in an efficient manner
<b>Onboarding assistance</b>	Guidelines and processes telling you how to best access Juniper resources	Collapses the learning curve, accelerating and enhancing your engagement with Juniper
<b>Government network support team</b>	24x7x365 access to a U.S.-based technical support engineer eligible to apply for security clearance to troubleshoot, resolve, or provide a workaround for reported issues and be the case owner through the case management life cycle	Delivers a comprehensive range of support tailored to meet specific government regulation requirements
<b>Secure case management system</b>	FedRAMP-certified cloud solution for case management	Ensure sensitive data is handled in secured environment
<b>Secure file management system</b>	Case-relevant data from Juniper devices uploaded to secure file server by Juniper authorized resources	Ensures sensitive network data is shared using a secured file system
<b>Customized reports</b>	Periodic reports customized for your network such as product installed base, End-of-Life (EOL), and Return Material Authorization (RMA) cases, as well as product bug information	Provides proactive data delivery to preempt problems before they occur
<b>Best-practice knowledge transfer</b>	A quarterly interactive webinar that shares best practices and use cases	Helps you acquire knowledge to keep the network running at an optimal state
<b>Enhanced support response time</b>	Priority 1 and 2 cases: 30 minutes Priority 3 and 4 cases: 4 hours	Accelerates case closures and increases network uptime, keeping end users productive

## Ordering Information

Juniper Care service is a prerequisite for the Juniper Government Advanced Care service.

The Juniper Government Advanced Care contract has a minimum annual term of twelve (12) months.

For eligible products and additional details, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper services business manager. You can also reach us through email at [federal-services@juniper.net](mailto:federal-services@juniper.net)

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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