



RESIDENT 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 staff to continuously adapt and scale your network so that it realigns and evolves with business initiatives. To accomplish this, staff members must maintain their expertise in a constantly growing list of technologies and vendor products. The ability to keep abreast of these rapidly evolving technologies while attempting to deploy new network capabilities and resource-intensive network adaptation can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment.

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 or operational staff to continuously adapt and scale your network so that it realigns and evolves with business initiatives. To accomplish this, staff members must maintain their expertise in a constantly evolving list of technologies and vendor products while simultaneously deploying new network capabilities and enhancing end-user productivity. Today's volatile market can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment.

The Resident Engineer provides organizations with the flexibility to use Juniper expertise when and where it most benefits operations, without having to hire additional resources. Additionally, it allows you to personalize the support provided to ensure that your network continues to scale and evolve based on your organization's unique requirements and operational needs.

Service Description

Juniper Networks Resident Engineers are available for annual onsite engagements and provide highly customized operational assistance to your organization. Bringing the most specialized skills in the industry to your company, the Resident Engineer focuses on all technical aspects of your Juniper Networks products. Because they work daily alongside your staff at your location, Resident Engineers become thoroughly familiar with your unique processes and requirements, your network's specific configurations and challenges, and your staff's strengths and limitations. This means that your Resident Engineer can help you avoid many network issues before they arise—and is fully prepared to help resolve issues quickly when they do occur. The Resident Engineer also assists with deployment of Juniper Networks equipment, post cutover activities, and day-to-day operations for larger networks.

Typical Resident Engineer activities include:

- Analyzing network configurations
- Assisting with network inventory tracking and management to support the network
- Testing Juniper Networks product features and functionality
- Providing regular updates on work in progress and current issues
- Providing informal technical and product workshops
- Troubleshooting the network and supporting operations
- Developing network and equipment operating procedures
- Evaluating technical specifications for interoperability
- Assisting in the ongoing definition of Key Performance Indicators (KPIs) for the network and services

Features and Benefits

Table 1. Resident Engineer Service Features and Benefits

Feature	Description	Benefits
Network troubleshooting and operations support	<ul style="list-style-type: none"> Assists your IT or operational staff with hands-on expertise, providing best practices on how to prevent issues with Juniper Networks products and technologies, and also helping your staff to better diagnose issues when they do occur. Additional activities include system log review, SNMP/RMON configuration to define critical alarms and thresholds, and event scripting. 	<ul style="list-style-type: none"> Minimizes downtime and reduces operational costs to accelerate revenue-generating activities Helps avoid end-user service-level agreement (SLA) penalties
Inventory tracking and management support	<ul style="list-style-type: none"> Assists your operations staff with tracking and managing network equipment inventory. 	<ul style="list-style-type: none"> Ensures consistent and accurate knowledge of all network assets and their locations Provides quality data to ensure accurate and timely change management
Testing of Juniper Networks product features, functionality, and interoperability	<ul style="list-style-type: none"> Ensures that your Juniper Networks products integrate and operate smoothly with equipment from other vendors. 	<ul style="list-style-type: none"> Accelerates deployment and availability of new services and applications Speeds rollout of innovative services and new ventures Accelerates restoration time and minimizes downtime
Informal technical and product workshops	<ul style="list-style-type: none"> Provides your staff and business users with informal onsite transfer of information. 	<ul style="list-style-type: none"> Improves readiness of employees, suppliers, and partners Enhances workforce productivity
Network health assessments	<ul style="list-style-type: none"> Oversees network-related testing to ensure that the Juniper Networks products are operating at optimum performance through capacity planning, trending, and exception analysis. 	<ul style="list-style-type: none"> Proactively ensures that your network is operating at peak performance and efficiency
Reporting and documentation	<ul style="list-style-type: none"> Provides regular updates on work in progress and current issues, and delivers the following: <ul style="list-style-type: none"> Upon request, written summary reports on equipment and network problems such as root cause analysis. Equipment feature and function test plans and results. 	<ul style="list-style-type: none"> Ensures up-to-date awareness of project status, open and closed issues Documents root cause analysis to help minimize future issues and maximize network uptime
Developing standard network operation and equipment operating procedures	<ul style="list-style-type: none"> Brings an understanding of best practices to proactively prevent issues that other customers have experienced. Uses knowledge of your network to assist in development and implementation of standard operating procedures and practices. 	<ul style="list-style-type: none"> Provides a strategic competitive advantage Optimizes value of high-performance networking to meet the demands of a constantly evolving business environment

Table 2. Resident Engineer Service: Customer and Juniper Responsibilities

Juniper Responsibilities	Customer Responsibilities
<p>Juniper Networks will:</p> <ul style="list-style-type: none"> Establish a scope of effort for the Resident Engineer to assist the customer with network operations related activities Recruit and place the appropriate Resident Engineer <p>The Resident Engineer will:</p> <ul style="list-style-type: none"> Work onsite at your location Focus on network troubleshooting and operations support along with network and configuration analysis Assist with network inventory asset management and tracking Assist in testing Juniper Networks products, features, and functionality Oversee, monitor, and track open trouble tickets, return material authorizations (RMAs), and open bug reports Conduct informal technical and product workshops with your internal support teams 	<p>Customer will:</p> <ul style="list-style-type: none"> Provide a suitable work environment for the Resident 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 Provide access to the Internet, your network, and all required and requested data needed to accomplish objectives defined in the scope of work

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.

Ordering Information

Juniper Networks Resident Engineer service can be ordered using the part number from the table below. A statement of work (SOW) will be created outlining the scope of the effort to be performed. A Juniper Care or Juniper Care Plus active support contract is required before you can order this service.

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

Part Number	Description
PRO-RE-12MTH	Resident Engineer 12 Months

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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