

# High-Touch Support for Small and Medium- Sized Enterprises

*New cost-effective, enhanced service—designed specifically for small and medium-sized enterprises—offers the customer support you've always wanted.*



Enterprise Challenges	Advanced Care Plus Features	Advanced Care Plus Benefits
Finding good technical coordination and guidance for support product issues	<ul style="list-style-type: none"><li>Access to a named designated Technical Service Advisor (TSA)</li><li>Technical Q&amp;A for Juniper products</li></ul>	<ul style="list-style-type: none"><li>Designated resource who understands customer</li></ul>
Keeping up with changing technologies	<ul style="list-style-type: none"><li>Direct access to Juniper Technical Assistance Center (JTAC) senior level support engineers for high priority cases.</li><li>A 24x7 remote escalation management desk to facilitate all escalations</li></ul>	<ul style="list-style-type: none"><li>Technical consultation and guidance on an ongoing basis</li></ul>
Accessing support engineers for faster issue resolution	<ul style="list-style-type: none"><li>Facilitation and expedition of high impact technical cases.</li><li>Customized reports</li></ul>	<ul style="list-style-type: none"><li>Faster case resolution for high priority issues</li></ul>
Receiving technical guidance for software release management	<ul style="list-style-type: none"><li>Proactive technical guidance for Proactive Bug Notifications (PBNs), Technical Service Bulletins (TSBs) and Juniper Security Advisories (JSAs)</li><li>Software release upgrade consultation and feature recommendations</li><li>Periodic operational review meetings</li><li>Best practice knowledge transfer with quarterly interactive webinars</li><li>Enhanced support response time</li></ul>	<ul style="list-style-type: none"><li>Minimized network risk by exposing potential bugs</li><li>Minimized network outages and disruptions</li></ul>

## Learn More

The Juniper Global Services organization is committed to your success, and we would like to hear your feedback. To learn more about how Juniper Networks® Advanced Care Plus services can benefit your organization, contact your local Juniper authorized partner, Juniper Networks Account Manager, or your assigned Juniper Services Business Manager.

## About Juniper Networks

At Juniper Networks®, we are dedicated to dramatically simplifying network operations and driving superior experiences for our customers and partners. 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.

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1133 Innovation Way, Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737) or +1.408.745.2000  
www.juniper.net

### APAC and EMEA Headquarters

Juniper Networks International B.V.  
Boeing Avenue 240, 1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands  
Phone: +31.0.207.125.700