At-A-Glance: Juniper Support Insights

Know more, react less with AI-driven support.

Juniper Support Insights extends cloud enabled AI-driven support to the entire Juniper portfolio, giving IT and network operations teams holistic visibility into the operational health of all Junos OS devices.

Included with Juniper Care, the service easily and securely connects Juniper devices to the cloud. It provides actionable insights and quicker access to knowledge, leading to faster, more data-informed decisions and remediation, improving network performance and uptime.

COLLECTOR
[Device Facts]

JUNIPER CLOUD
[Analytics and Insights]
[Support Data]

PORTAL
[Operational Dashboards, Reports and Insights]

Juniper Support Insights can transform network operations and reduce headaches for everyone running your network.

Easy-to-Use
- Cloud-based portal, dashboard & analytics
- Collector or collector-less modes of operation
- Streamlined provisioning with Lightweight Collector
- No need to upgrade or install any software

Secure
- Nonintrusive collection
- Auditable data collection via tracking
- Prevents data leakage with Zero Residual Footprint
- Encrypted Transport Layer Security Flows

Scalable
- Just-in-time cloud architecture
- Support for up to 20,000 network devices per collector

Let's take a slightly deeper dive on the numerous features of Juniper Support Insights.

Multiple Data Collection and Connection Modules
- Choice of cloud and collector modes for connection and data ingestion, both fully managed and supported by Juniper.

Secured Device Data Collection
- Ensures no data persists outside of the secure Juniper cloud throughout the collection process
- Prevents the risk of data leakage as the collector uses ephemeral computing
- All data flows are TLS encrypted and no data comes to rest at any intermediate point, leaving zero residual footprint

Dashboard and Reports
- The reports are based on user credentials and role-based access (standard and admin). They can be easily viewed and exported via a seamlessly integrated Juniper support portal.
- The dashboards and reports provide information specific to customer environment and infrastructure.

Juniper Support Insights offers a set of standard operational dashboards and enhanced custom reports that provide a range of network insights to enhance operational support and experience.
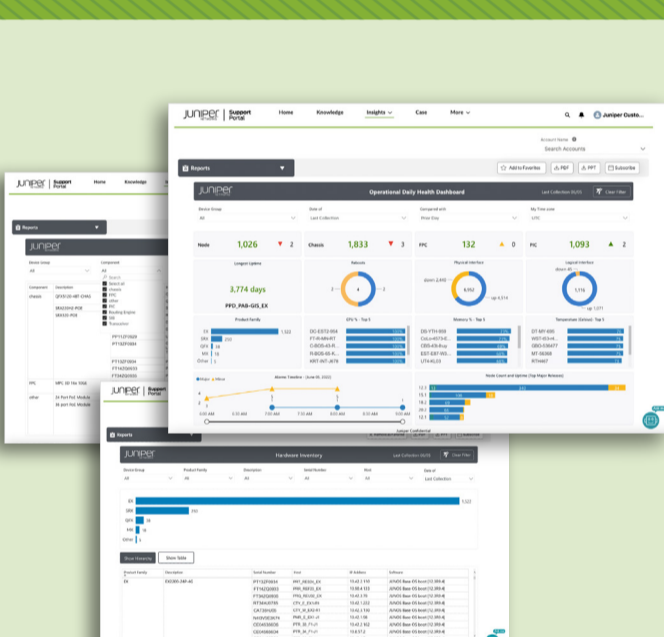
OPERATIONAL HEALTH AND INVENTORY

Simple, accurate and easy to consume dashboard views provides crucial operational insights.

Software and Hardware System Inventory
- Improves accuracy of software lifecycle management
- Increases contract management efficiency
- Reduces operational impact and delays due to lack of visibility and alignment

Physical and Logical Interface Inventory
- Improves efficiency of network capacity planning

Configuration Change
- Improves operations efficiencies through a holistic view
- Avoids potential human error
- Reduces effort to gain access to collect all configuration data

Alarm and RE Health
- Provides an aggregated view to easily spot issues without the need to dive into individual devices
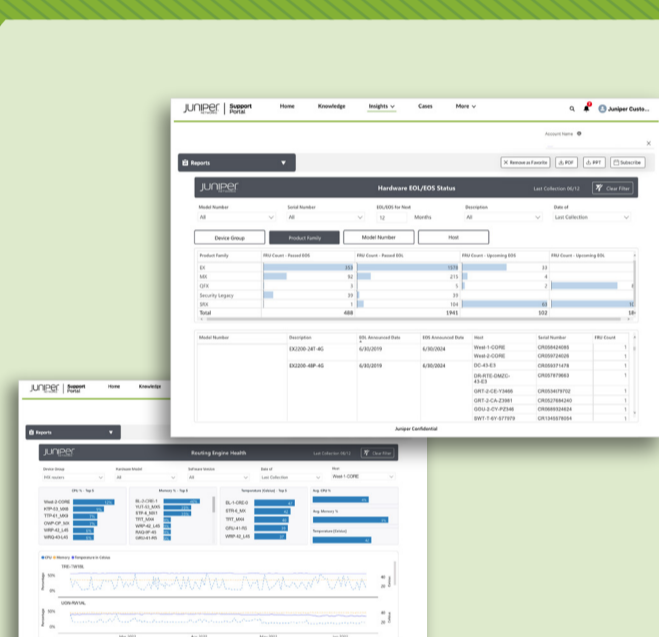
LIFECYCLE MANAGEMENT

Actionable insights that increase network performance and decrease downtime.

EOL/EOS Information
- Accurate, on-demand EOL/EOS data mitigates network operations disruption
- Drastically reduces time to collect and manage EOL/EOS data

Bug Data
- Accurate view of bug exposure mitigates network operations
- Simplifies risk and exposure assessment

Security Vulnerabilities
- Offers an accurate view of security vulnerability exposure that helps simplify security risk and exposure assessment.
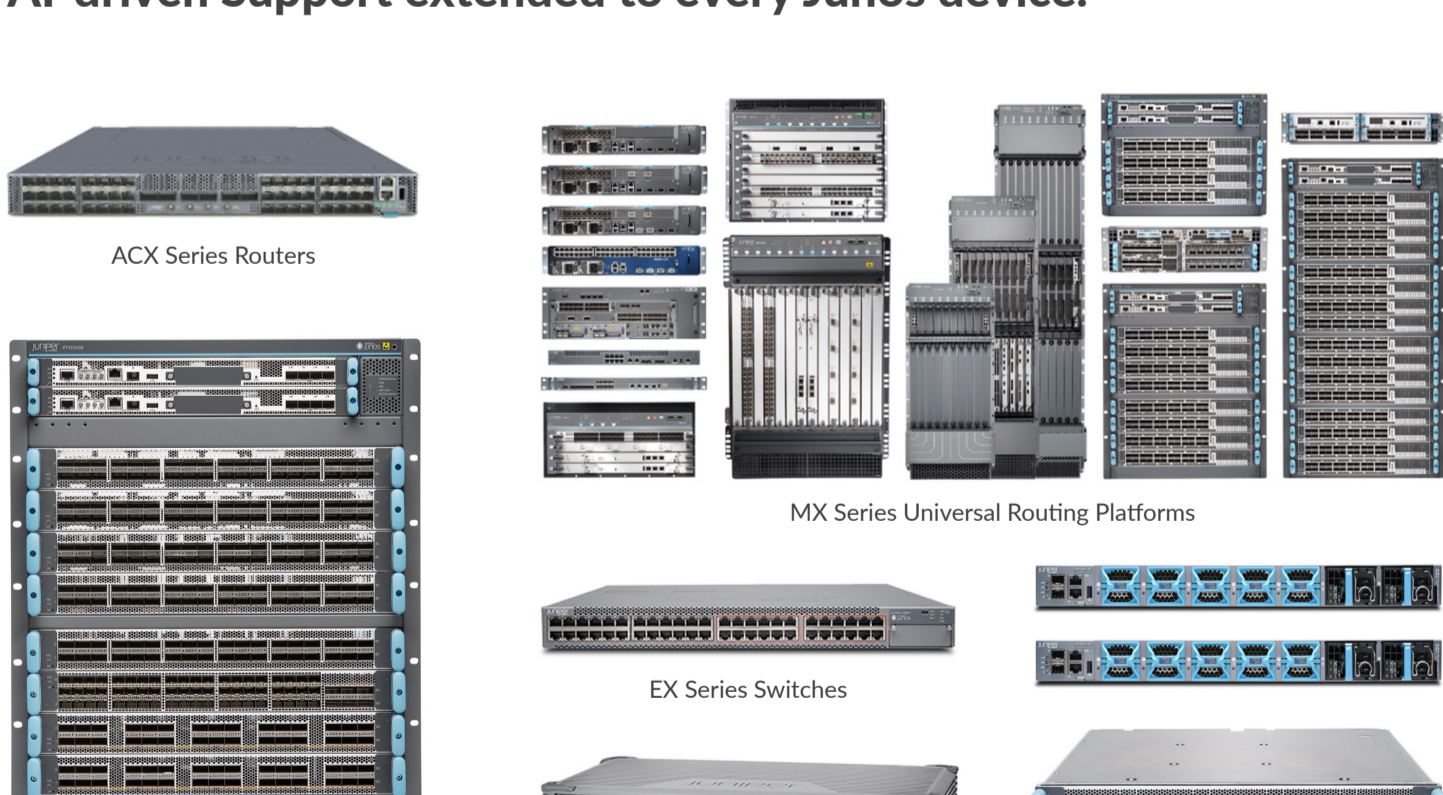
Automated Log File Collection
- Improves efficiency and drastically saves time on manual data collection

Ad-Hoc Support Collection
- Safe, secure, and automated data collection on request

AI-driven Support extended to every Junos device.

ACX Series Routers

MX Series Universal Routing Platforms

EX Series Switches

PTX Series Routers

SRX Series Services Gateways

QFX Series Switches

Juniper Support Insights provides complete visibility into the health of the operational state of the entire network, transforming the support experience from reactive to proactive.

Accurate, relevant, and timely data helps improve the network's operational efficiency by drastically reducing network downtime, resulting in improved network performance. That's what Juniper Support Insights provides.

With simplicity, security, and scalability in mind, it is designed to help IT and network operations teams to spend less time on monitoring and troubleshooting issues and more time on strategic initiatives.