

Why Juniper Advanced Care Plus?

“Some complex cases can’t get required attention and they must be escalated manually to proven engineers in that field.”

— Juniper Care Customer



In 2023, to better understand your challenges, we ran a survey across 70 small, medium, and large customers/partners who have Juniper Care contracts. The results were illuminating.

90%

Said that a Technical Service Advisor is very appealing

62%

Said they have challenges with:

- technical troubleshooting,
- proactive guidance/advice
- issue escalation/resolution

50%

Said that a Technical Service Advisor (TSA) would likely address their current challenges

Juniper Advanced Care Plus — an enhanced feature of Juniper Care — is here to help. As a high-touch, yet cost-effective solution, it provides single-point-of-contact technical services, five days a week, eight hours a day.

Your designated TSA provides you with:



24/7 remote escalation management for all escalations



Software release/upgrade consultations & feature recommendations



Direct access to senior-level Juniper support engineers for high-priority cases



Proactive guidance for bugs, bulletins & security



Customized reports



Quarterly operational & best practice reviews

Juniper Advanced Care Plus can have a huge impact on operations — and your bottom line. Here are just some of the benefits:



Technical consultation & guidance on an ongoing basis



Simplified planning



Faster case resolution for all issues



Reduced network risk by exposing potential bugs



Better visibility on network issues



Reduced network outages & disruptions

Learn more about Juniper Advanced Care Plus solutions.

[At-a-Glance](#) | [Quick Start Package](#)