

White Paper

Driving Accelerated Value Leveraging Juniper Networks Services Portfolio

Sponsored by: Juniper Networks

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IN THIS WHITE PAPER

This IDC White Paper will address the inherent complexity associated with operating multiple enterprise network architectures and provide guidance on how to ensure enterprises can successfully plan, build, optimize, and run their networks in alignment with business, technology, and operational objectives. In addition, the paper will discuss why and how advanced services help accelerate customer objectives and what to look for in a provider of these services with a spotlight on Juniper Networks Services offers.

SITUATION OVERVIEW

Transformation of network architectures, technologies, and management practices to support business, technology and operational objectives will continue to be an enterprise imperative. Pervasive, dynamic, and high-performance networks connecting the network edge (e.g., remote workers, branches, stores, and things) and major sites (e.g., campuses, warehouses, factory floors, and hospitals) to datacenter and cloud environments (both public and private) are increasingly complex and costly.

At the same time, hyper-connected digital business models heighten the critical need of anytime, anywhere secure connectivity and consistent network service quality to deliver exceptional customer experiences. For organizations matching limited resources and skill sets against critical and complex network requirements, engineering and operating a wholly efficient and fully effective network is becoming almost untenable. As a result, organizations will leverage professional services and advanced support services to help plan, design, implement, operate, and optimize their most challenging network architectures for competitive advantage, faster time to market, and the ability to maximize their return on investment.

Network Complexity Continues to Increase in the Era of AI/GenAI, Complicating IT Operations

Most enterprises are in the early stages of evaluating and understanding the impacts that AI and GenAI will have on network infrastructure. Designing, implementing, and operating the network architecture for optimal performance will certainly be a key consideration for an organization's AI use case success. According to IDC research, enterprises state that network performance is ranked as one of the top 5 impediments to AI success for moving forward with their AI initiatives. Network performance only falls behind security, data quality, and cost as a top barrier (source: IDC's *Worldwide AI in Networking Study*, 2024).

Complicating the landscape even further is the impact that multicloud and hybrid cloud strategies will have on network architecture, observability, and management. As multicloud and hybrid cloud become the preferred deployment model for AI and GenAI use cases, they put additional pressure on network teams to deliver high levels of performance, reliability, and security. Given the limited skills and resources that IT teams have today, it will be essential that organizations strategically leverage resources outside of their organization to expertly, securely, and efficiently accelerate networking initiatives to remain competitive and innovative.

CIOs and IT Managers Are Looking for Services That Can Help Accelerate Outcomes

Organizations look to partners and vendors that can help them maximize the value of their network technologies as well as ensure that solution features and functions are fully utilized in close alignment with business strategies. According to IDC's 2024 *Worldwide Network Consulting Services End-User Survey*, enterprises leverage third-party resources to help meet business, technology, and operational outcomes; acquire best practices; and augment in-house skills and resources (see Figure 1).

FIGURE 1

Criteria for Selecting a Services Provider

Q. Which of the following factors are most important when considering hiring a network consulting services provider?



n = 1,008

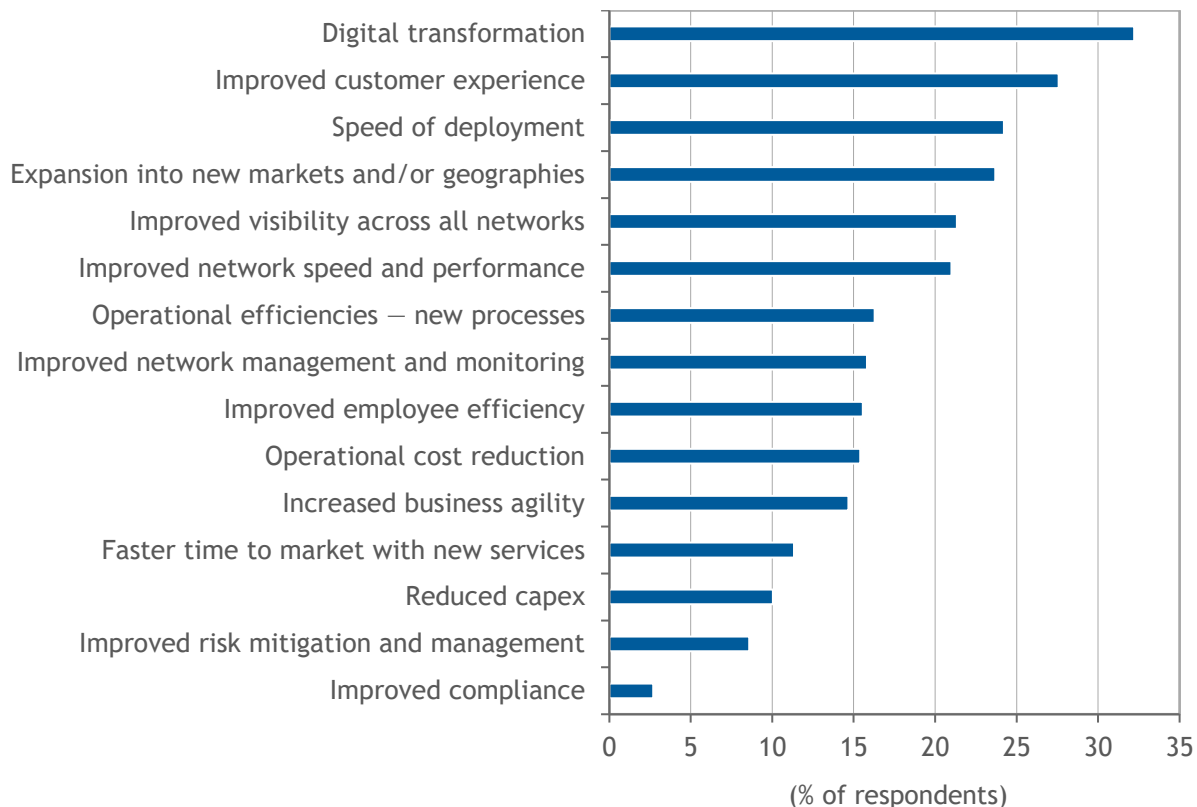
Source: IDC's *Worldwide Network Consulting Services End-User Survey, 2024*

Drilling down a level deeper, IDC queried organizations specifically about their business, technology, and operational objectives they expect to achieve when working with a services partner. The respondents highlighted specific network operational outcomes they desired to achieve including improved visibility, improved network speed and performance, improved operational efficiencies, and improved network management and monitoring (see Figure 2).

FIGURE 2

Business, Technology, and Operational Criteria for Selecting a Services Partner

Q. Which of the following business, technology, and operational outcomes are most important as selection criteria for hiring firms for network consulting services?



n = 1,008

Source: IDC's *Worldwide Network Consulting Services End-User Survey, 2024*

In response to these requirements, services organizations have developed tools and resources to ensure that their customers can achieve these stated outcomes. IDC interviews with over 60 enterprise network managers rate their partner's tools and resources highly, and the majority leverage a combination of in-person and digital offerings to accelerate adoption of new networking technologies. Adoption services commence with a defined plan that collaboratively engages the services partner with network teams to ensure that they are successfully onboarding new network technologies and turning on features and functions in lockstep with business, technology, and operational priorities. From this plan, organizations will tap into other valued resources such as resident engineers (REs) along with other human and digital resources to accelerate knowledge transfer and learning. Figure 3 highlights the top adoption services resources that customers prefer to utilize from their services partner.

FIGURE 3

Top Adoption Services Utilized by Organizations

Q. Which of the following adoption resources did your organization utilize from your services partner as part of its network consulting engagement?



n = 1,008

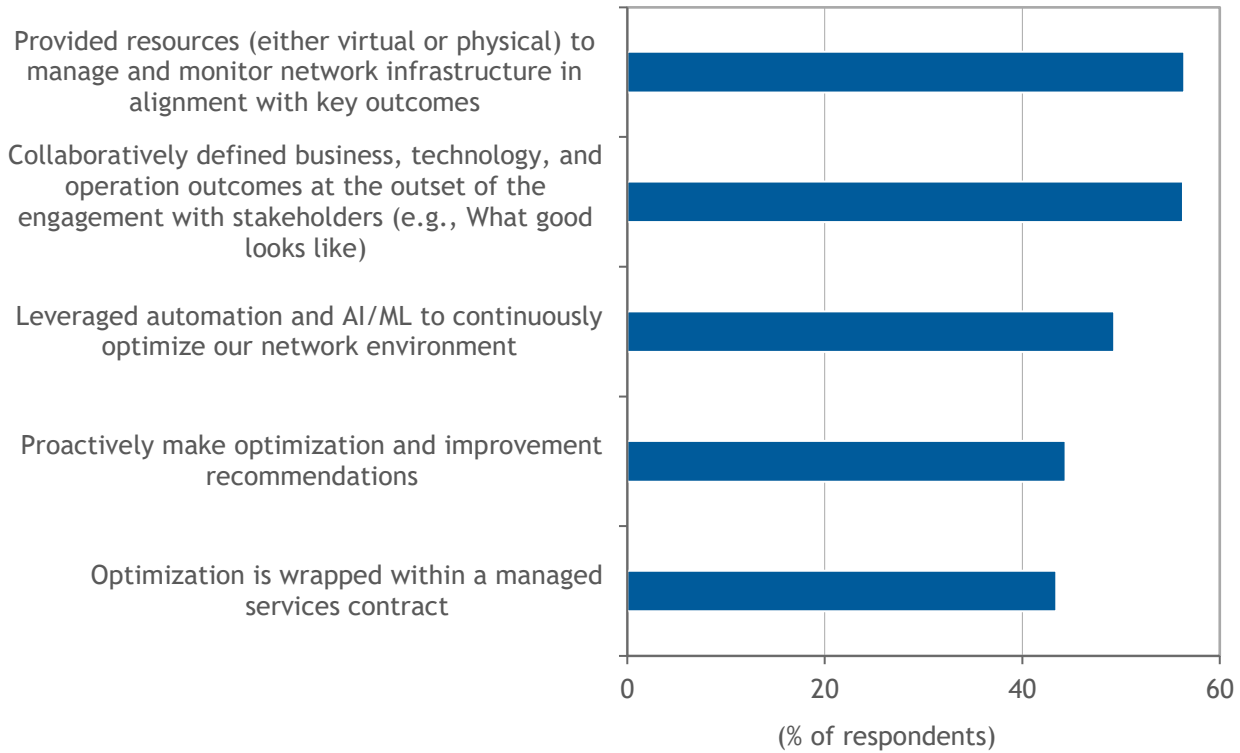
Source: IDC's *Worldwide Network Consulting Services End-User Survey, 2024*

Even when the network has been designed and implemented expertly, it is essential that the network is continuously optimized to meet the dynamic demands of the business. For some organizations, this can be accomplished with a managed service, but for many organizations, network optimization is much more collaboratively defined (e.g., What good looks like) with tools and resources provided by their partners to manage and monitor the network with an eye toward defined outcomes. IDC research finds that the optimization services listed in Figure 4 are utilized by customers to enhance their network performance.

FIGURE 4

Top Optimization Capabilities Utilized by Organizations

Q. Which of the following capabilities did firms provide to ensure continuous optimization of your company's networking solution?



n = 1,008

Source: IDC's *Worldwide Network Consulting Services End-User Survey, 2024*

Optimization services can be delivered in several different ways: ongoing recommendations and best practices as part of support and success services, specific, targeted engagements focused on optimization through professional services, and/or continuous optimization delivered as part of a managed services contract.

JUNIPER NETWORKS SERVICES

Juniper Networks has designed a portfolio of professional and support services offerings that can help IT organizations across the network life cycle. From deployment and implementation to support and ongoing optimization, enterprises can engage with Juniper Networks Services at any point during the life cycle to access expert help for Juniper Networks solutions. Key life-cycle services include Juniper Accelerated

Resolution Care, Juniper AI Care Services for Mist, Resident Engineer Services, and Network Optimization Consulting Services.

Juniper Accelerated Resolution Care

Juniper Accelerated Resolution Care Services offer Juniper's highest level of proactive support and can be added to Juniper Advanced Care or Juniper Premium Care Services. Premium Care offers a named service advocate to manage service experience and a customer success plan proactively and a technical liaison (also an Advanced Care feature) to impart Juniper best practices and work directly with Juniper support to progress cases opened. Accelerated Resolution Care is designed to help enhance process improvements and provide recommendations that can deliver operational efficiencies while achieving desired networking operational outcomes. Key capabilities include:

- **Designated named senior engineers:** Direct access to certified engineers who offer deep expertise — including network topology, features, configurations, service history, and operational processes and procedures — across the technologies present in the existing network
- **Diagnostics and root cause Analysis:** In-depth diagnostics and root-cause analysis for problems that affect existing networks to determine the solution for immediate network-impacting issues and identify the best way to prevent issues from recurring
- **Operations review meetings:** Regular scheduled meetings and a quarterly services review meeting to discuss and review cases status, identify issues, and provide recommendations for corrective actions
- **Enhanced response and restoration times:** Juniper Accelerated Resolution Care Services including a response time of 15 minutes for the most critical issues, as well as access to a designated senior engineer who will try to restore service for Priority 1 cases within 4 hours

Juniper AI Care Services for Mist

Juniper AI Care Services for Mist are designed to leverage AIOps across the customer life cycle, from deployment to adoption to ongoing operations. These capabilities combine engineering expertise with access to Mist AI to monitor network health and anticipate, identify, and resolve any potential issues before they can impact business operations. Juniper offers three tiers of AI Care, including:

- **Juniper AI Care:** 24 x 7 technical support from the Juniper Technical Assistance Center (JTAC), scheduled deployment-specific onboarding support, and proactive insights to help inform network operational decisions

- **Juniper AI Advanced Care:** In addition to AI Care, a single-point-of-contact technical liaison offers high-touch operational assistance and technical consultation, onboarding support with design reviews, and two one-year All Access Training passes
- **Juniper AI Ultimate Care:** Adds a designated service advocate to AI Advanced Care for proactive service management to address all issues and includes comprehensive life cycle support — from complete rollout assistance with AI Accelerate to proactive health checks that ensure ongoing network optimization

Resident Engineer Services

Juniper Resident Engineer Services are delivered onsite by highly trained Juniper engineers who hold Juniper Networks Certified Internet Expert (JNCIE) and Juniper Networks Certified Internet Professional (JNCIP) certifications. They work alongside the networking staff to address specific networking challenges and initiatives to help customers manage resource and skills gaps. Juniper Resident Engineers have in-depth knowledge of the existing network architecture and design, processes and procedures, and key IT and business requirements. The RE can work to align the network with technical, operational, and business outcomes across the enterprise to help with value realization activities.

Juniper Resident Engineers can provide expertise and flexibility to augment operational best practices and help deliver rapid onboarding of skills and technology without the expense of hiring and training new IT resources. The services can scale as needed and evolve to be completely customized to align with customer projects, initiatives, and operational requirements.

Network Optimization Consulting Services

Juniper Networks Network Optimization Consulting Services is a prepackaged set of proactive services delivered remotely to maximize network performance and security efficacy while reducing operation costs and minimizing network downtime. These services can be purchased directly through Juniper Networks or through an authorized Juniper reseller. These services are also available through the Juniper Proactive Optimization Service, a one-year subscription service that includes a designated optimization expert who helps create a jointly developed optimization plan. Key optimization capabilities include:

- **Product Issue Impact Review Service:** Detailed analysis of known hardware and software defects to help determine the potential impact and risk for current network configurations and recommend mitigation actions
- **Product Health Check Service:** Key indicators of device health and utilization to help determine if products are maintaining performance expectations, with an

emphasis on identifying potential malfunctioning hardware components, dormant problems, and other performance-related issues — including recommended actions to improve network performance

- **Configuration Analysis and Change Review:** A Juniper Networks engineer to conduct a consultative optimization review and analysis of existing network device configurations using Juniper best practices and methodology
- **Implementation Support Service:** Engineering assistance for critical network changes such as migration, software upgrades, and feature rollout
- **Security Policy Optimization:** Comprehensive analysis of an existing security policy database to search for optimization opportunities and recommend corrective action

FUTURE OUTLOOK

As organizations plan their AI adoption journey to enable the digital business, IDC expects a renewed focus on modernizing networks and infrastructure to support these new solutions. CIOs and IT managers are closely examining their existing network and infrastructure investments with an eye toward changing business requirements in the foreseeable future. Savvy enterprises are creating detailed plans of what the IT landscape will look like in one, three, and five years and planning accordingly with their strategic partners to help make those investments a reality.

IDC believes that CIOs will prioritize technology providers that can help eliminate technical debt, implement key strategic technology innovations, and deliver a robust risk management strategy across the complex infrastructures required to support AI use cases. In addition, ongoing services engagements will include capabilities focused on delivering optimized IT operational processes aligned with key business objectives.

CHALLENGES/OPPORTUNITIES

IDC believes that Juniper Networks will have significant opportunities as it continues to refine and expand the capabilities offered through its services portfolio. IT organizations are looking to improve operational efficiency and resiliency in their networks while redirecting IT staff to focus on managing business outcomes — a difficult task in the age of "do more with less." Services that can deliver performance optimization and ongoing risk mitigation across complex multicloud network architectures can help extend life cycles for critical systems, maximizing the value of expensive networking technologies and delivering superior experiences.

IDC also expects that Juniper Networks will continue to improve and expand its value realization capabilities as part of its services portfolio. Even sophisticated IT

organizations still struggle to define and connect the technical, operational, and business value of their networking investments — not to mention tracking metrics that can accurately capture that information across the life cycle. Juniper Networks services that include value realization capabilities can help CIOs demonstrate the value of networking technologies to business managers, a key differentiator for organizations that are closely tracking the value of IT investments for demanding C-suites.

At the same time, IDC expects that Juniper Networks will face several challenges in the competitive market for network professional and support services. With IT budgets under constant pressure, and CFOs watching carefully, CIOs and IT managers must continually rationalize the value of prioritizing services for existing network infrastructure. Juniper Networks must invest in continued education regarding risk management, ongoing optimization, and value management for key stakeholders in the enterprise — including procurement, finance, and relevant business managers.

Finally, IDC also anticipates that Juniper Networks must continue maintaining and improve service delivery by leveraging AIOps best practices when customers reach out directly for support. While the increased adoption of proactive and preventive support and expanded automated remote support can dramatically improve network performance and business outcomes, providers must couple that delivery with outstanding service when customers reach out when problems occur. As customer interactions with support staff decrease, the importance of each interaction increases substantially. Juniper Networks must continue efforts to ensure all support interactions are high-quality and high-value engagements that can maintain high customer satisfaction and improve customer loyalty.

CONCLUSION

Most enterprises are transforming their IT environments to integrate emerging technologies like GenAI in support of more flexible business models and improved customer experiences. With the added complexity of these new technologies deployed in hybrid IT configurations throughout the enterprise, implementing new network architectures is a critical digital imperative. Business users are demanding secure connectivity, consistent service quality, and high levels of reliability from the network — raising the bar for CIOs and IT managers who often face limited IT skills and resources to manage these complicated new architectures.

To help address these challenges, IDC believes organizations will increasingly leverage professional and advanced support services that can maximize network technology value and align with business strategies. CIOs and business managers look to third-party resources to help define and achieve business, technology, and operational outcomes; acquire best practices; and augment internal skills. IDC expects

organizations will prioritize services providers that provide tools and resources that can help achieve desired outcomes for continuous network performance improvements.

Juniper Networks offers a comprehensive portfolio of professional and advanced support services focused on maximizing security and performance across the network while minimizing downtime and reducing operational costs. Services like Network Optimization Consulting Services, Resident Engineer Services, Juniper Accelerated Resolution Care, and Juniper AI Care Services for Mist can help IT organizations throughout the network life cycle, helping improve network performance and security while accelerating time to value.

LEARN MORE

Related Research

- *IDC MarketScape: Worldwide Network Consulting Services 2024 Vendor Assessment* (IDC #US52056924, May 2024)
- *Optimization Services and the IT Infrastructure Life Cycle* (IDC #US50493723, March 2023)
- *IDC PeerScape: Practices to Accelerate Adoption of Network Technologies Using Professional Services to Improve Connectedness* (IDC #US50271423, February 2023)
- *Juniper AI in Action: Cloud AI Promises a Better Enterprise Networking Experience* (IDC #lcEUR149964722, December 2022)
- *How to Accelerate Adoption and Optimization of Network Investments to Drive the Future of Connectedness* (IDC #US49633022, September 2022)

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