



CUSTOMER-FOCUSED TECHNICAL SUPPORT

Service Overview

Customer-Focused Technical Support delivers deep technical troubleshooting from designated support engineer(s) with extensive experience supporting large-scale, mission-critical networks.

With Customer-Focused Technical Support, you will experience operational excellence and exceptional response and restoration times for your most complex network issues.

Service Description

Juniper Networks® Customer-Focused Technical Support provides deep technical troubleshooting and fast resolution for all cases. This service delivers designated named senior support engineer(s) with broad product knowledge and highly focused technical skills relevant to your network profile and operating requirements.

With in-depth knowledge of your network, the named engineer(s) are highly skilled and provide expert support, instilling confidence that your high-priority and complex issues are handled with a sense of urgency and a high level of efficiency by experts who deeply understand your environment and technologies.

If you can answer “yes” to at least one of the following questions, the Customer-Focused Technical Support service may be right for your organization:

- Does your mission- or business-critical network require high reliability and availability?
- Is your goal to minimize or even eliminate unacceptable network outages?
- Do you have limited budget for training in-house engineers to support complex issues?
- Is your current network staff unable to keep pace with new technologies and products?
- Is your network unable to keep pace with business growth and requirements?

Features and Benefits

Table 1. Customer-Focused Technical Support Features and Benefits

Feature	Feature Description	Benefits
Designated technical engineer(s)	Named senior-level Juniper support engineer(s) with specific product line expertise and deep technical troubleshooting skills for solving critical, complex network issues.	Saves time and resources, prioritizes escalations, and documents technical knowledge, ensuring you receive the most responsive technical support for your mission-critical network.
Diagnostics and root cause analysis	First-class diagnostics and root cause analysis with documented solution and mitigation.	Keeps the network running smoothly and prevents similar problems from recurring.
Continuous engagement	Regular attendance at operational, IT, and networking meetings.	Provides networking advice and recommendations to keep the network in a stable state and scaling effectively. Helps Juniper maintain a close relationship and build trust with its customers.
Fast response time for high-priority is-sues	P1: 15 minutes; P2: 30 minutes; P3: two hours; P4: four hours. Premium Care is a prerequisite for receiving these response times.	Ensuring a 15-minute response time for Priority 1 cases results in faster issue resolution, maximizing network uptime.

Service Deliverables

Designated Technical Engineer(s)

The Customer-Focused Technical Support service provides named senior-level support engineer(s) assigned to Juniper's technology platforms for which you need the most support: routing, switching, security, and software.

You will have access to expert engineers with high certification levels who possess in-depth knowledge of your infrastructure and the technologies that are present in your network profile. This includes your network topology, features, configurations, and service history, as well as your network's operational processes and procedures.

Designated technical engineers also provide technical troubleshooting support for critical and complex network issues and ownership of cases or sensitive issues, ensuring prompt network service restoration and issue resolution using a systematic problem-solving approach.

As your network grows and changes, your named support engineer(s) will provide recommendations for software features, upgrades, and releases to keep your network running optimally and in a stable, high availability state.

Your named support engineer(s) collaborate with your assigned Juniper service manager for escalated cases and participate in customer- or service manager-requested meetings as needed.

Diagnostics and Root Cause Analysis

Juniper will provide in-depth diagnostics and root-cause analysis for problems that affect the customer's network. For customer-reported issues, we will replicate the problem in a Juniper Networks lab environment to determine and document the root cause, verify a fix, and provide recommendations on the proposed solution. In-depth diagnostics are intended to determine the solution for immediate network-impacting issues and help determine the best way to prevent issues from recurring.

Continuous Engagement

Our primary goal is to establish a close relationship and build trust with our customers. We strive for excellence and aspire to become your trusted advisor.

Your named support engineer(s) will participate in ongoing regular review calls and quarterly review meetings hosted by the Juniper service manager to provide updates on technical knowledge for specific cases, solution progress, and assistance for any escalated requests.

In addition, your named support engineer(s) will engage in ongoing reviews and meetings to stay current on your operational processes and procedures.

Response Time

Resolving your issues quickly is our highest priority. You are entitled to the following response times for these case types: Priority 1: 15 minutes; Priority 2: 30 minutes; Priority 3: two hours; Priority 4: four hours.

Service Specifications

The Customer-Focused Technical Support service is available for a minimum fixed term of 12 months and applies to priority 1, 2, 3, and 4 cases. (Definitions and examples for priority 1, 2, 3, and 4 cases are as set forth in the Support Service Specialists Agreement, End User Support Agreement, and Juniper Networks Technical Assistance Center User Guide.)

Customer-Focused Technical Support is delivered remotely and available with two service level options: 24x7 support and 8x5 support.

For 8x5 support, after-hours support is provided by the Expert to Expert Access (E2E) team and routed back to the designated senior support engineer(s), if appropriate.

- 8x5 local business hours support: Service is delivered during local business hours at the following Juniper Customer Support Centers:
 - Sunnyvale, California (Monday through Friday, 9 a.m. to 5 p.m. PST)
 - Herndon, Virginia (Monday through Friday, 9 a.m. to 5 p.m. EST)
 - Westford, Massachusetts (Monday through Friday, 9 a.m. to 5 p.m. EST)
 - Schiphol-Rijk, Netherlands (Monday through Friday, 9 a.m. to 5 p.m. CET)
 - Asia-Pacific region service availability varies by country. Please contact the Juniper Networks service business manager in your region for details.
- 24x7x365 support: Service is available 24 hours a day, seven days a week in Juniper Customer Support Centers with those support hours.

Support for P1, P2, P3, and P4 cases is currently available for these Juniper Platforms: routing, switching, security, software.

Support is currently available for all Juniper hardware platforms using a Junos® operating system listed on the active Juniper pricelist, including the Juniper Networks vMX Virtual Router, Juniper Networks vSRX Virtual Firewall, Junos Space® applications, Contrail® Platform, Contrail Service Orchestration, Contrail HealthBot, NorthStar Controller, and Juniper Sky™ Platform.

Support for other Juniper products is considered custom and approvals are required.

Service Eligibility and Ordering Information

Customer-Focused Technical Support Services are available only to customers who hold a valid Juniper Care Plus, Juniper Optimum Care, or Juniper Premium Care contract, or to Juniper Support Service Specialists who hold a valid Advanced Customer Support contract.

SKU	Description
SVC-FTS-BD	8x5 support provided by Juniper
PAR-FTS-BD	8x5 support provided by partner
SVC-FTS-24x7	24x7 support provided by Juniper
PAR-FTS-24x7	24x7 support provided by partner

Customer-Focused Technical Support Services can be purchased directly from Juniper Networks or through an authorized Juniper Partner.

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 cost 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/services/

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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