



Services and Solutions for Customer Success

A Guide to Juniper's Global Services

Why Add Services?

Flexible options to extend your reach.

Millions of people rely on Juniper Networks' hardware and software to provide the connectivity and security they need to help their businesses thrive. Our valued partners play an essential role in Juniper's continued success, making connections, and building trusted relationships. As your customers grow and adapt to new challenges, they look to you to assist them with evaluation, planning, and implementation.

Juniper's services program has flexibility built in to tailor a support plan for our partners in whatever way works best for them. If you don't have the bandwidth to deliver services on your own, lean on Juniper's team to deliver world class services. If you'd like to create your own services offering to increase revenue and strengthen relationships with your customers, talk to Juniper's services team about developing your own services practice.



Menu

Introduction

Create Your Own Services

Services Offerings



Benefits of Leveraging Services

Strategically addressing business needs.

Although services can often be seen as an afterthought, the benefits of including them in your sales process are considerable. Juniper is committed to working hands-on with our partners to ensure quality of service from implementation to the long-term support of the network.

Call on Juniper Services to help you:

- **Deliver world class customer experiences** – Services provide the opportunity to improve the performance and reliability of technology stacks and improve overall customer experience.
- **Stay ahead of the competition** – Differentiate yourself from competitors and win new accounts.
- **Protect relationships** – Stay close with your customers through services delivery.
- **Put new customer fears to rest** – Services will make a technology migration low risk and low lift.
- **Drive additional revenue** – Add Juniper services to your quote, over time get trained to deliver services on your own, allowing for maximum margin capture.
- **Become more integrated with Juniper** – Develop your expertise and improve credibility through commitment to a manufacturer.
- **Limit risk as a partner** – Make sure all new projects are completed properly and your customers are supported.
- **Be bold** – Recommend services and make it known that services are there to help customers achieve the outcomes they desire from an investment in a new technology.

Advisory Services

When your customers need to modernize their networks, you can rely on Juniper to develop a strategic plan that maximizes performance while reducing risk.

Let Juniper help you develop cloud, network, and security strategies, while creating efficient technology roadmaps that you can deliver to your customers. We'll assess the technologies that can reduce complexity in their network and provide an implementation plan to get up and running.

Juniper can help you plan your network modernization or migration through established best practices and methodologies.

With Juniper advisory services you can also:

- Improve service delivery using next-generation cloud technologies and open automation frameworks that integrate with products in your network.
- Uncover existing network and security gaps.
- Identify areas where automation can improve your network and security throughout the network lifecycle.

[Click to explore services below.](#)

[CORE NETWORK MODERNIZATION](#)

[SECURITY ASSESSMENT SERVICES](#)

Implementation Services

Your modernization plan is complete, call on Juniper's Implementation Services Team to help you deliver for your customers.

Our Implementation Services range from introductory offerings for some of our key solutions and software products, to full deployment and custom services that address broader use cases, requirements, and end-to-end solutions.

WAN Automation Deployment Services

PARAGON ACTIVE ASSURANCE NETWORK PERFORMANCE AUDIT SERVICE

PARAGON ACTIVE ASSURANCE DEPLOYMENT SERVICE

PARAGON PLANNER & PATHFINDER DEPLOYMENT SERVICE

PARAGON INSIGHTS DEPLOYMENT SERVICE

ANUTA ATOM DEPLOYMENT SERVICE



Data Center Deployment Services

APSTRA AUTOMATED DATA CENTER DEPLOYMENT SERVICE

Security Solution Deployment Services

SRX SERIES DEPLOYMENT SERVICE

JUNIPER-CORERO DDOS PROTECTION IMPLEMENTATION SERVICE

JUNIPER ADVANCED THREAT PREVENTION DEPLOYMENT SERVICE

JUNIPER SECURE ANALYTICS DEPLOYMENT SERVICE

AI Driven Enterprise Deployment Services

SD-WAN DEPLOYMENT SERVICE

MIST™ WIRED ASSURANCE DEPLOYMENT SERVICE

New Customer Onboarding Service

Junos® OS automates network operations, furthers operational efficiency, and frees up valuable time and resources. Built for reliability, security, and flexibility, Junos OS runs many of the world's most sophisticated network deployments.

If your customer is new to Junos-based products, the Juniper Networks New Customer Onboarding service can:

- Help your team better understand our products and solutions.
- Provide training on Junos-based technologies.
- Deliver personalized support to make your network implementation as smooth as possible.



Success Story: Data Center Solutions

Our healthcare payments client had duplicated an Azure HCI cloud design with third-party switches and suffered performance/reliability issues with RDMA (shared resources among servers). Problems with network traffic and connections created an unstable data center, and their vendor was not able to provide a solution. In this case, Juniper's partner on the account helped introduce Juniper to the customer as they believed we would be able to address their issues.

The customer favored Juniper's data center offering for many reasons, including EVPN/VXLAN capabilities, integration with third-party applications, traffic monitoring, and APIs. The customer also recognized the value of Juniper's Apstra solution to automate and ease data center management. A POC proved to the customer that Juniper's products would solve their problems and led to the closing of a QFX, MX, and Apstra deal.

The success was the result of the close partnership between our Juniper Services team and our partner. Juniper's service team was involved in this deal from early on and helped to propose a strong solution. The service team will also help to implement the solution, ensuring a successful deployment and increased trust with the customer.



Migration Services

Juniper Networks has the expertise to handle the most complicated network technology migrations.

Transitioning to new networking technologies opens the door to improved performance, efficiency, and security. It can also introduce risk and service disruption. Validation, large-scale conversion, and handling of live network traffic are a few of the complexities involved. Juniper Migration Services uses a three-phase approach to evaluate, plan, and execute network migration so you can upgrade with confidence.

APSTRA AUTOMATED DATA CENTER MIGRATION

NETSCREEN SERIES TO SRX SERIES MIGRATION

SRX FIREWALL MIGRATION

Success Story: Apstra Solutions

A nationwide, upscale retail chain had embarked on a program to improve data center automation. However, their legacy Cisco Nexus-based infrastructure limited their visibility into the network fabric. There was not an easy way to manage, change, or even troubleshoot the network as it contained a mix of third-party products.

When the customer heard about Juniper's network automation tool, Apstra, they were interested to learn more. Not only would Apstra solve their issues, it could also improve efficiency, simplify network management, reduce risk, and provide greater visibility for troubleshooting.

Apstra enabled the customer to maintain their network with an attrition-reduced staff, and manage their multi-vendor data center network using a single software tool. The customer also achieved better service delivery with automated deployment and integration with ServiceNow.

Juniper's services team defined and built the migration workflow and completed the migration of the two fabrics to Apstra. They also helped to mitigate risk and ensure a smooth implementation, as well as providing over-the-shoulder training for the customer's IT staff.

Optimization Services

Customers place heavy demands on network performance. Juniper Testing and Optimization Services take the guesswork out of troubleshooting with specific, actionable insights.

Juniper's Network Optimization Consulting Services provide:

- Insight into your customer's network required to maintain business agility and reduce operational costs.
- Ability to avoid incidents and ensure that the network is always at optimum readiness.
- Smooth and effective evolution in response to ongoing business demands.

NETWORK OPTIMIZATION CONSULTING SERVICE

TESTING AS A SERVICE (TAAS)

Support Services

Juniper Support Services helps your customers keep their networks running reliably with different levels of technical and operational support as needed.

Keeping a network up and running relies on the ability to resolve issues fast and proactively identify conditions before they impact service. Juniper offers a wide range of support services that can be highly customized to help manage your customer's networks for optimal performance and reliability while improving operational efficiency. Our flexible maintenance services offer mission-critical support for Juniper hardware and software products around the clock, 365 days a year.

JUNIPER CARE

JUNIPER ADVANCED CARE

JUNIPER ADVANCED CARE PLUS

JUNIPER PREMIUM CARE

JUNIPER SUPPORT INSIGHTS

On-Site Technical Services

Your customers can rely on Juniper On-Site Technical Services to provide knowledgeable, professional advice and assistance to keep their networks up-to-date.

Whether an organization competes in today's highly competitive and dynamic market or provides high value public services, there is tremendous pressure on IT staff to continuously adapt and scale your network so that it evolves with business initiatives. Staff members must maintain their expertise in a constantly growing list of technologies and vendor products. The ability to keep abreast of these rapidly evolving technologies while attempting to deploy new network capabilities and resource-intensive network adaptation can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment.

Software Support Services

Juniper Care Software Advantage

Juniper Care Software Advantage provides comprehensive maintenance support for your customers' software applications:

- Software releases
- 24x7 global support for all issues
- Unlimited number of support requests
- Options to escalate cases at any time
- Online support with access to tools, online forum, and the Juniper Knowledge Base

It can help you address software support challenges when your customers encounter them and simplify your software support practice. Custom Software Support Service provides direct access to Juniper technical support engineers who will diagnose an issue or outage using custom software. This service requires an annual support contract.

JTAC Access

With Juniper Technical Assistance Center (JTAC) support, your customers will have unlimited access to JTAC engineers by phone and online 24/7/365. JTAC Technical Support engineers will diagnose a custom software issue or outage and restore the application back to working order, generate workaround solutions using reasonable commercial efforts, or provide a fix to a discovered defect. Automatic escalation alerts to senior management are triggered on all priority issues. Customers will be notified of the availability of a patch or update by JTAC.

Online Support

During the term of the Juniper Service Contract, Juniper provides your customers with self-service access to the Juniper Customer Service Center (CSC) online portal, which provides information, answers, tools, and service options for the supported Juniper product.

Your customers can take advantage of online case management, with the ability to create new cases, check the status of existing cases, update cases with new information, search by case numbers, and search by their own internal case reference numbers.

Software Patches and Software Updates

During the term of the Juniper Service Contract, software patches and software updates for the End User Software are included, if necessary, to restore system functionality and are tied to the specific code release that the customer has accepted.

Other Support Services



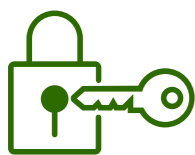
- FLEXIBLE SERVICES CREDIT**
- JUNIPER FLEX LICENSING**
- CUSTOMER-FOCUSED TECHNICAL SUPPORT**
- U.S. FEDERAL GOVERNMENT**

Managed Services



Standard Remote Managed Service

Network monitoring and management may be difficult and expensive, but it is also critical for the operation of a company's core revenue-generating activities. Juniper Networks® Remote Managed Service offers your customer access to our existing network and security management operations center and trained specialists, allowing you to focus your IT resources elsewhere.



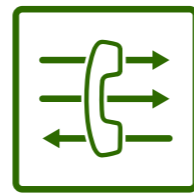
Turnkey Customized Monitoring and Management

Your customers may need to outsource all or parts of their day-to-day network support operations. Turnkey Remote Managed Service consists of an upfront, nonrecurring inventory and setup operation, followed by either a device monitoring-only or a full monitoring and management service. Both of these ongoing services are delivered 24x7 remotely from Juniper's NOC.



Multivendor Support

Training IT staff at your customer's site on multiple vendors while simultaneously providing 24x7 coverage on different vendors and device types is an expensive and complicated proposition. Juniper has the staffing and expertise required to do this.



Streamlined Communication

When an issue is discovered in your network, Juniper's NOC team will quickly notify your customer's IT staff and Juniper Networks Technical Assistance Center (JTAC). The NOC staff knows exactly what information JTAC engineers need to resolve a problem quickly and can provide that information in a streamlined manner. If there is an ISP issue, the NOC staff will deal directly with the ISP without IT staff having to act as a go-between. The Remote Managed Service keeps lines of communication open with a Web portal for customer access and a purpose-built ticketing system with e-bonding capabilities.



Co-Management of Devices

With the Remote Managed Service, Juniper technical experts work jointly with IT staff to manage network changes. This is done by establishing a process for documenting what, when, and why changes are made to each network as well as who is making them, giving your customers a comprehensive audit trail for any network and security modifications.

SD-WAN Remote Managed Service

Network monitoring and management may be difficult and expensive, but they are also critical for the operation of your company's core revenue-generating activities.

Juniper Networks SD-WAN Remote Managed Service allows you to outsource your SD-WAN network operations to Juniper's highly skilled and trained Network Operations Center (NOC) specialists.

With the SD-WAN Remote Managed Service, you can:

- Build your brand and market share by white-labeling the service under your name.
- Realize quick time to market and time to value.
- Free up scarce and expensive IT resources by letting Juniper handle the day-to-day network operations.
- Transition the service to your or your customer's staff when they are ready.
- Leverage available network co-management and secure web portal access.
- Reduce OPEX via automated troubleshooting ticketing and case management.
- Provide a holistic solution with multi-vendor management.
- Enable better decision making with strategic reporting and recommendations.

Success Story: Great Customer Experiences

A backhaul network services provider counts among its customers high-impact, Fortune 500 customers including banks, Wall Street firms, and Tier 1 wireless providers. Juniper is a revenue-generator for them.

The services provider uses a wide range of Juniper services and support offerings, including a Service Manager, Resident Engineer, and 24/7/365 JTAC support. These are critical to its business to fix issues and increase customer satisfaction. With dedicated support, they have a direct line to its support contact which results in quicker time to resolution. Because the company has to issue credits to its customers for outages, Juniper protects them from that potential revenue loss with ACX, MX, EX, PTX, Corero for DDoS protection, and SRX for firewall services.

The use of these services has created a strong relationship between Juniper and the customer. Our services team ensures positive customer experiences which in turn makes Juniper the customer's first choice for expansion projects.



Services by Solution

AI-Driven Enterprise

Automated WAN Solutions

Connected Security

Cloud Ready Data Center



Success Story: Retail Solutions

A nationwide retail giant was faced with an aging infrastructure and technology nearing EOL. They wanted to update their Wi-Fi infrastructure for increased bandwidth. Through many sales discussions, the company realized that it needed to upgrade its entire stack to support greater innovation and future-proof their network. Juniper Services provided expertise and identified the challenges the customer was facing, thus expanding project scope.

Juniper Services played a significant role by filling in areas of new technology and showing the customer that they required upskilled knowledge for Junos and SD-WAN. The Services Team also defined the steps needed for successful deployment. The team added education and integrator enablement along with an SM to sustain the customer's three- to five-year plan.

In the end, the customer decided to deploy AIDE full stack, QFX, EX switches, Mist APs, and Mist Edge. SRXs were sold as branch Next Gen Firewalls with attached security software including AppSec, IPS, and Content Security in each retail location, all managed by Security Director.

Success Story: SD-WAN Solution

When you're seeking collaboration between 35 sites in 18 countries, the networking costs add up fast. Our global storage technology customer was redesigning its WAN infrastructure and recognized the benefits of SD-WAN over its existing MPLS.

Our Proof of Concept (POC) not only took a fraction of the time to set up, but it also slashed the time it took the customer to conduct a nightly file transfer by over 50%. The sales team completed POCs on the corporate IT side—one for campus refresh and the other a data center refresh. The Session Smart Router (SSR) solution being included as part of the Mist dashboard was key, as the customer wanted that single pane of glass to control its entire infrastructure stack. They're also able to run VOIP over SSR, replacing a Cisco VOIP infrastructure.

The customer was very close to selecting a competitor, but our sales team started discussing Mist and the Mist Wireless portfolio, which opened the door to us for this SD-WAN opportunity. Juniper Services performed design validation, failover scenarios, workarounds, and testing. Once the architecture is defined, Juniper Professional Services will deploy the first 11 large sites and instruct the customer's own engineers so they can deploy the remaining, smaller sites themselves.

Unified Managed Services Offering

Analysts predict exponential growth for Network-as-a-Service (NaaS). Providers need to be prepared to offer and scale NaaS with tools that enable operational simplicity and profitability.

Juniper offers AIOps, driven by Mist AI, for the rich insights, flexible automation, simplified deployments, and self-driving tools that help make NaaS possible. When you join Juniper's Unified Management Service Program, available to organizations of all sizes, you can harness these advances to deliver NaaS to your customers economically while growing your business exponentially.

There are four managed services technology tracks available:

BRANCH SECURITY

WIRED AND WIRELESS ACCESS

LOCATION SERVICES

SD-WAN

Support Services Specialization

The Support Services Specialization lets partners offer a broader set of reactive and proactive support services direct to their customers.

This specialization provides a way for you to leverage Juniper's support organization and infrastructure to augment your own support capabilities. The Support Services Specialization gives you the opportunity to promote and sell your own expanded brand of maintenance support services with maximum flexibility to provide your customers with a single-source problem resolution process. You'll also receive access to these benefits:

- Juniper will promote, market, and showcase your branded services to the Juniper sales force and to end customers.
- Level 3 technical support, software updates and upgrades, hardware replacement options, and Service Partner Management.
- Significant discounts and secure back-end rebates based on sales and delivery performance.
- You'll also receive a set of enablement tools and activities to enhance your technical capabilities, business efficiency, revenue, and profitability.

You'll have opportunities to increase gross profit, scale more effectively, and learn new technologies in days, not weeks. With service automation, you can deliver new revenue generating services, and provide more value to customers.

The Support Services offering provides the customer:

- A single point of contact for all service and support related issues and activities.
- Automated call handling and case handling, proactive preemptive services.
- Solutions in complex, mission critical, multi-vendor environments.
- Architects, installs, and supports an integrated Juniper solution.
- Deep menu of technical talent and resources.

Juniper Support Services Specialists deliver additional value through:

- Ensuring interoperability and back-end connectivity. We're experts in compliance and risk mitigation.
- Local language support for problem resolution, and the fastest dispatch of an on-site engineer.
- Local parts sparing to maintain your customer's specific Service Level Agreements.
- Asset tracking and management, and configuration back up via CRM systems.

Trials and Demos

Trial and demo offerings are designed to help partners prove the value of Juniper's products and close deals with ease.

[JUNIPER APSTRA SYSTEM](#)

[MIST AI DEMO](#)

[SECURITY DIRECTOR CLOUD](#)

These trial software environments, and many more, are available for partners now.

Deliver More to your Customers with Services

When you partner with Juniper, you gain the ability to capitalize on the growing demand in the market for our industry leading networking technology. Aside from delivering differentiated technology solutions to your customers, Juniper's robust services offering ensures that your customers will be well taken care of.

We'll help you create a branded, differentiated services catalog to increase your recurring revenues and grow your customer base. You'll be empowered to deliver innovative technology that has been validated by industry analysts and provides the agility you and your customers need to thrive in today's fast-paced market.

Juniper Global Services

Partner Account Management (PAM) Team:

- Resources available to enable you to deliver services on your own, directly to your customers
- Support leveraging Juniper Services service specialists:

Americas – PAMS-AMER@juniper.net

APAC – PAMS-APAC@juniper.net

EMEA – EMEA-Channel-Team-All@juniper.net

For assistance with marketing and GTM messaging, reach out to our Partner Marketing Team:

Juniper-Partner-Marketing@juniper.net

For general inquiries and partner support, contact our Partner Experience Team:

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Follow our Partner Channels

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