

JUNIPER PREMIUM CARE SERVICES DATASHEET

Service Overview

Juniper Premium Care provides high-value, personalized service for large enterprises, service providers, and cloud networks. Juniper enables you to proactively manage and optimize all aspects of your network.

Service Description

Juniper Networks® Services provides the support and assistance needed for managing the complexity of technology. The rich set of services helps keep your network at optimum readiness and able to evolve efficiently in response to your business demands.

Juniper Premium Care provides you with strategic and personalized proactive service management with an efficient service delivery aligned to your objectives.

Premium Care includes all the benefits of Juniper Advanced Care, plus much more. The service also includes a technical liaison, an assigned service advocate as a single point of contact (POC) for managing all your service-related issues or entitlements, and 24x7 Active Issue Management. Customers can call a dedicated phone number to receive faster support response times, expedited support, and priority access to Juniper senior support engineers. This ensures that issues and cases are handled promptly.

Additional features include onboarding assistance, quarterly business reviews, a customer success plan, proactive account management, and customized reports. The cost-effective service enhances your networking expertise, anticipates problems before they occur, and reduces additional management tasks.

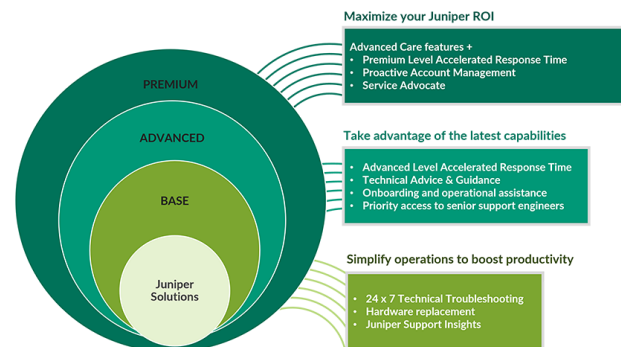


Figure 1: The Juniper Care portfolio has three options: Base, Advanced, and Premium

Features and Benefits

Table 1. Juniper Premium Care Features and Benefits

Feature	Feature Description	Benefit
Service Advocate	A Juniper-designated point of contact available during local business hours	Provides an accountable, dedicated advocate and single point of contact to ensure all service requirements are met
Quarterly Business Review	A quarterly report specific to your network's installed base, End of Life (EOL), cases, and product bug info	Preempts problems before they occur
Customer Success Plan	Success plan focused on proactive management, planning, account setup, reporting for purchased services, case escalation, customized reporting, and bi-weekly/quarterly reviews	Enables better alignment between your objectives and Juniper services by developing a specific services plan for effective delivery
Proactive Account Management	Guidance for mapping business requirements to network function and capability	Ensures your network and business requirements are consistently met

Also included in Advanced Care

Designated Remote Technical Liaison	A named, designated technical liaison provides assistance with technical needs	Helps you implement best practices across your network and provides knowledge transfer
Onboarding Assistance	Guidelines and processes for accessing Juniper resources	Collapses the learning curve and accelerates operational processes
Active Issue Management (24x7)	A dedicated phone number provides 24x7, after-hours access to a designated, remote support team to facilitate your issues, ensuring cases are properly escalated. A follow-up report and status is provided until escalation requests are complete	Ensures that issues are handled and resolved in an efficient manner, keeping your network running smoothly
Proactive Operational Support	Proactive assistance with Return Material Authorization (RMA) issues, asset management, support related to contracts, licenses, and entitlement	Ensures operational success to keep your network running efficiently
Escalation Management and Technical Issue Resolution	Technical input to facilitate and expedite problem resolution	Minimizes impact of business-critical technical cases
Periodic Review of Open Issues	Operational review calls to provide customer updates on technical case activities and ensure ongoing progress	Improves performance and reduces downtime by identifying areas for improvement during regular check-ins
Priority Access to Senior Engineers	P1/P2 cases routed directly to senior support engineers	Ensures faster issue resolution for high-priority cases, resulting in superior network availability
Accelerated Response Time	P1: 15 minutes, P2: 30 minutes, P3: 2 hours, P4: 4 hours	Significantly accelerates case closures and increases network uptime, keeping end users happy and productive
Best Practice Knowledge Transfer	A quarterly, interactive webinar to share best practices and use cases	Enhances staff knowledge and expertise on Juniper products and services to simplify operational processes and maintain a highly available network
Technical Knowledge Transfer and Q&A	Informal Q&A with consultative guidance for questions and service deliverables	Provides the technical knowledge to maximize the value of the service and acquire the necessary knowledge to keep your network running at an optimal state
Custom Reports and Consultation	A monthly Proactive Bug Notification (PBN) Report, quarterly Customer Service Experience Report including Installed Base and Entitlement, End-of-life (EOL)/ End-of-service (EOS), Case History, and RMA updates	Offers personalized review of your network and enhanced forward-looking, decision-making capability
Environment-specific Technical Guidance	Guidance tailored to your campus and branch (Juniper Mist) and/or data center (Juniper Apstra) solutions	Maximizes value of Juniper Premium Care

Ordering Information

The Juniper Premium Care contract has a minimum annual term of twelve (12) months.

Juniper Premium Care Services are available globally. For details, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

For additional details such as scope, deliverables, eligibility, and exclusions, please refer to corresponding Service Description <https://support.juniper.net/support/guidelines/>

As a prerequisite, customers must have Juniper Care, which provides the foundational base required to enable Juniper Premium Care.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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