

JUNIPER CARE SERVICES

Product Overview

Juniper Care Services provide rapid response from Juniper Networks' technical service engineers and hardware replacement options that let you choose the right timing and resources for your network needs. Juniper Care increases your operational effectiveness and lowers operational costs by utilizing Juniper Networks® Junos® Space Service Now to reduce the time for problem identification and diagnostics. This allows your staff to concentrate on running the business, not fixing equipment.

Receive best-in-class traditional 24x7 support, rated #1 in 2008 and 2009 for Mission Critical Hardware Support by the Technology Services Industry Association (TSIA). Take advantage of award-winning online support that is rated one of the ten best Web support sites for an industry unprecedented five consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than two consecutive ASP awards.

- Is maximized network availability a priority for your organization?
- Is your internal IT staff stretched too thin?
- Do you need to reduce network-based risk while increasing the value of your network investment?
- Would you like to reduce your current support costs?

If you answered “yes” to any or all of these questions, you will benefit from Juniper Care Services. Experts in achieving network availability levels, our engineers and technicians can help your organization meet the most aggressive network demands through operational support that ensures maximum uptime, utility, and value.

Service Description

Juniper Care combines traditional 24x7 support, E-Support, E-Learning, and service automation. More than a simple break-fix service, Juniper Care helps you meet network demands with technical and operational support designed to keep your network running reliably, while at the same time protecting your high-performance networking investment.

- Scale your operational team to new heights and leverage multilayered security features through Service Now management capabilities.
- Increase your operational effectiveness and lower operational expenses by using Service Now to reduce the time needed for problem identification, troubleshooting, and communication with Juniper Networks technical support.
- Dramatically simplify operational processes through self diagnosis and automated incident reporting to significantly reduce mean time to resolution (MTTR), allowing staff to concentrate on higher priority tasks that drive the business.
- Increase operational efficiency by automating detailed inventory management.
- Improve operational stability with early identification of incidents that are reported in real time, allowing for preemptive diagnosis and repair, and increasing the availability of your network.



- Juniper Care Plus delivers proactive and personalized services, evolves with your business initiatives and provides the highest network availability
- Juniper Care improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Technical Services overview

Features and Benefits

Table 1: Juniper Care Services Features and Benefits

FEATURE	FEATURE DESCRIPTION	BENEFIT
Technical support	Gain access to Juniper Networks technical support engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post-deployment technical support plans to meet the specific requirements of your network environment.
Automated incident management	Leverage the capabilities of Service Now technology to automatically detect, analyze, troubleshoot, and report incidents on specific device events.	Network intelligence with minimal physical administration and rapid notification of specific network incidents reported in real time; allows incidents to be identified and resolved sooner than with traditional technical support reporting methods.
Inventory management assistance	Automatically collect and record the most up-to-date device inventory information including device name, software version, platform, serial number, and chassis inventory details for all devices managed by Service Now.	Automate time-consuming, manual inventory and asset management tasks to increase staff productivity.
Knowledge transfer	Access a series of E-Learning courses on product troubleshooting features.	Provide comprehensive training for staff members at their convenience and continue the education process for staff management.

Juniper Care Entitlements

See table 2 for Juniper Care entitlements. Select your primary level of support to determine your hardware replacement options and gain access to our Customer Support Center (CSC) to access software updates and online post-sales tools.

Table 2: Juniper Care Entitlements

FEATURE	JUNIPER CARE	JUNIPER CARE	JUNIPER CARE NEXT-DAY	JUNIPER CARE NEXT-DAY ONSITE	JUNIPER CARE SAME-DAY	JUNIPER CARE SAME-DAY ONSITE
Unlimited JTAC 24x7	X	X	X	X	X	X
Software releases	X	X	X	X	X	X
CSC online E-Support	X	X	X	X	X	X
Junos Space Service Now	X	X	X	X	X	X
E-Learning	X	X	X	X	X	X
Return-to-factory		X				
Next-business-day advanced replacement			X	X		
Same-day advanced replacement					X	X
Onsite technician				X		X

JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, you have unlimited 24x7 access to JTAC engineers by phone and online. As a single point of contact for all of your support needs, JTAC engineers have extensive experience supporting large-scale networks. JTAC engineers can help you diagnose system problems, configure, troubleshoot, and provide work-around solutions. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

Juniper Networks provides you with access to all new software releases as soon as they are made available for general release.

Online Tools

The Customer Support Center (CSC) provides you with self-service access to Juniper's award winning online portal for the information, answers, tools, and service options required to ensure the support of your network investment. Features within the CSC include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

Return-to-Factory

Return a defective Juniper Networks product to a Juniper repair facility where it will be replaced or repaired within ten business days. The ten business day period begins upon receipt of the defective unit at a Juniper repair facility.

Next-Day

Receive advanced hardware replacements for defective hardware on the next business day for replacement requests that are placed by 3 p.m. local JTAC time. For countries where Juniper Networks does not have an in-country depot and next business day delivery is unavailable, Juniper will ship the replacement part within 24 hours of the replacement authorization. Actual delivery is subject to local customs and importation, restrictions, and transportation delays. "Next business day" is defined as 12 hours a day, 5 days a week.

Same-Day

Receive advance replacements for defective hardware or part(s) 24x7x4 hours within final diagnosis of a part failure and replacement authorization by Juniper Networks. Advanced hardware replacements are delivered to your physical site if it is located within the designated distance from any authorized regional Juniper Networks parts depot.

Table 2: Juniper Care Entitlements

REGION	DISTANCE FROM JUNIPER NETWORKS PARTS DEPOT
USA/Canada	150 miles (241 km)
EMEA	120 miles (193 km)
Mexico/Latin America	62 miles (100 km)
Asia Pacific	43 miles (69 km) (all countries except India)
India	31 miles (50 km)

Onsite

When JTAC determines that onsite support is required, an experienced service technician who is trained on Juniper products will be dispatched to the customer site. Upon arrival, this technician will work under the direction of a JTAC engineer to solve the problem(s). If required, a replacement product will already be at the site. The technician will perform tasks as directed by JTAC, and as outlined in the existing Global Service Operations (GSO) policy "Customer Onsite Service Support." Furthermore, the technician will be released from the site upon approval of the JTAC engineer, with concurrence from the customer. The technician will assist with packing up and removing any defective products.

Service Automation

Juniper service automation consists of an ecosystem of tools, applications, and systems targeted towards simplifying and streamlining operations, delivering operational efficiency, reducing downtime, and increasing your network's ROI running Juniper Networks Junos operating system. Service automation brings operational efficiency by automating several time-consuming tasks such as incident management and inventory management. The Service Now service automation tool is a standard entitlement of all Juniper Care contracts.

Service Automation Key Features

Automated Incident Management

Service Now simplifies the tasks associated with incident management with just a few clicks. Integration with the CSC allows case creation to be automated. Incidents are identified based on system triggers. Advanced Insight Scripts (AI-Scripts) on the Junos OS devices automatically collect troubleshooting and diagnostic data based on these triggers and delivers the information to the Service Now console.

Customers can select these incidents to not only open cases with JTAC for these recorded incidents, but they also have the option to include all relevant device, event, and diagnostics information. This permits a substantial reduction in time spent by the operations team in managing the environment, while also reducing time spent in resolving issues.

Service Now Reporting Interface

The Service Now reporting interface aggregates and analyzes a myriad of data and information from your network, and displays reporting specific to each incident. Reporting can also be consolidated by device or group of devices. Service Now provides tools that allow you to empower your network operations staff by accessing specific troubleshooting information from Juniper and managing staff workload based on case activity.

Inventory Management Assistance

Service Now automatically collects and tracks the most current inventory details for the devices it manages. This includes information such as the device name, software version, platform, serial number, and chassis inventory details. This information is available for review and automatically included in the diagnostic information when a trouble ticket is opened with JTAC via the incident management functionality.

Device-Aware Support

As specific events occur on Junos OS-based products in your network, incident-driven AI-Scripts detect, collect, and report relevant diagnostic data. New AI-Scripts are continuously being developed to enhance self diagnosis; these are made available to you on an ongoing basis and can be installed via Service Now. The information regarding incidents is automatically analyzed and results are made available to you. Service automation ensures that all JTAC engineers can handle any reported case efficiently by providing necessary software and hardware configurations. This tool helps to minimize time to resolution for all cases submitted.

Service Automation Architecture and Key Components

Junos Space Service Now and Junos Space Service Insight are the key technologies that enable Juniper's service automation infrastructure. Service Now includes components that seamlessly work within a customer's environment and are securely integrated with Juniper's case management and contract management systems for reactive service delivery. Service automation solution components function together to provide you with a seamless architecture to automate services.

Key components include:

Advanced Insight Scripts (AI-Scripts)

AI-Scripts on Junos OS-based devices are event-specific incident management scripts written by and based on the experience and knowledge of a JTAC engineer. These scripts collect troubleshooting and diagnostic information whenever an event is detected on a device.

AI-Scripts are installed on Junos OS-based devices and are part of the "jscript" module of the Junos OS bundle. You receive access to these AI-Scripts as part of your service contract entitlement.

These expert scripts are written by Juniper Networks JTAC experts based on their collective experience of various troubleshooting scenarios. For specific events that are identified by these scripts, the relevant information from the device is sent out as information packages called Juniper Message Bundles (JMBs).

The JMB is a structured XML data file used to collect pertinent event and intelligence data used for subsequent AI-Script processing. The JMB currently contains a JMB manifest section, a trend data section, and an attachments section.

JMBs are sent to predefined designated targets including the Service Now instance running on the Junos Space platform in your environment. JMBs can be "incident-driven," created for events related to service impacting issues (both hardware and software), or they can be "intelligence-driven," generated periodically to collect information including inventory, resource utilization, and configurations. Service Now collects all JMBs and provides an interface and control for the administrator to take action on the incident.

Service Now

Service Now on the Junos Space platform is available as a virtual appliance or as a hardware appliance for your network. Service Now is the front end user interface (UI) for service automation and allows the network administrator to control and configure functions for service automation available within Juniper Care.

Service Now communicates with Juniper Networks Support Systems (JSS) to transfer JMBs. This transfer is configurable and controlled by the network administrator. The intelligence-driven information, transferred to Juniper by Service Now, is stored and used by your Juniper account team to generate a wide variety of proactive analyses and reports.

Incident-driven information transferred to JSS is used to automatically open trouble tickets (cases) with JTAC via a secure integration with Juniper's case management systems. The secure communication transfer of JMBs between Service Now and JSS is unidirectional; JSS never initiates sessions with Service Now to request JMBs. Also, network administrators always have complete control of the type of information that is sent to JSS.

When proactive analysis or trouble case updates are completed by JTAC engineers and documented in the CSC Case Manager system, the information is automatically transferred to Service Now and accessible via the automated incident management reporting interface.

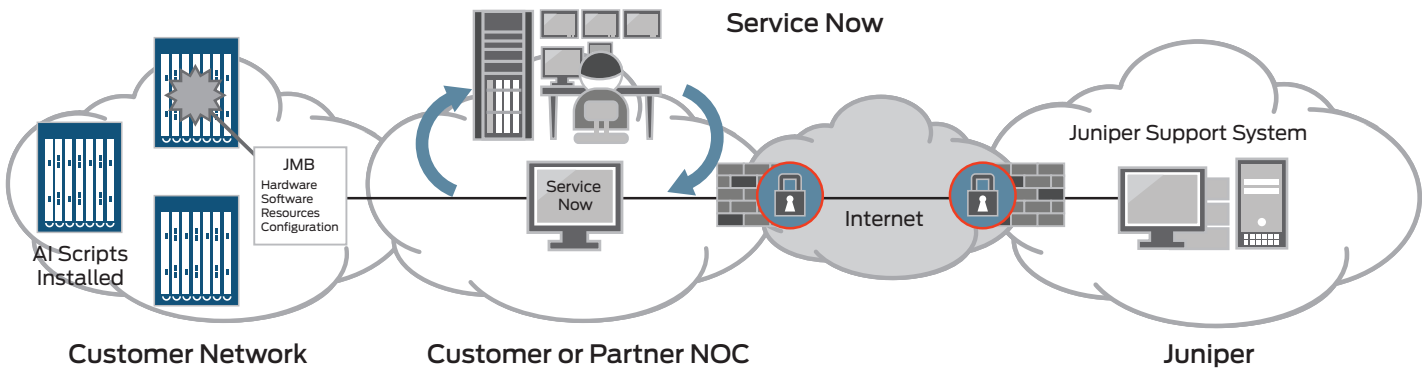


Figure 2: Juniper Service Automation

Juniper Networks Support Systems (JSS)

JSS are expert systems located within Juniper Networks premises, and securely integrated with the solution providing an interface to existing CSC Case Management, contract management systems, and knowledge repositories. JSS systems collect event and incident information as well as diagnostic details for ticket creation from Service Now. JSS also provides case updates to Service Now as well as targeted service and support information to Service Now and Service Insight for efficient operations.

Junos Space Service Insight, which works in conjunction with Service Now, enables capabilities for proactive management and actionable business intelligence for efficient operations. Customers purchasing Juniper Care Plus are entitled to use Service Insight. For more details, please refer to the Juniper Care Plus data sheet.

Security and Information Protection

Service automation uses Service Now to provide secure communications that meet industry expectations around security and information protection. Techniques that allow you to provide complete clarity and control when dealing with the security aspects of the solution include:

- Standard, secure protocols, including HTTPS, SCP, and SFTP for data transfer between service automation components.
- Authentication for all communications between Service Now and JSS.
- All communication channels between Service Now and JSS originate from Service Now. Inbound connections to Service Now can be blocked at the firewall without losing benefits or capabilities.
- Control over what information is shared with JSS. An important aspect of service automation is the control over information sent beyond your DMZ. You have the ability to adjust the level of shared information that Service Now sends to JSS through four levels of filtering—from no sharing to full share, with user login information always automatically deleted from configurations.
- Finally, Juniper uses strict access control policies and systems to prevent, limit, and track access to your encrypted data in JSS. Only Juniper personnel involved in delivering your Advanced or Technical Services are allowed access to the secure systems within Juniper's network that store your data. Using information that you share, Juniper Networks is uniquely positioned to determine potential risks to your network, perform migration analysis, prepare detailed bug impact analysis, and proactively suggest other technical recommendations.

Service Automation Installation, Configuration, and Entitlement

Service Now is available for all Junos OS devices with a valid Juniper Care service contract. Customers who have Junos Space running in their environment can use Service Now on the platform by linking the Service Now instance with their specific site ID. The

site ID identifies the specific service contract for entitlement and authorization. Customers who do not have an instance of Junos Space installed in their environment can download and install Junos Space platform at www.juniper.net/support/products/space/.

Service Now also collects device profile information on a periodic basis, including hardware configuration, software configuration, logs, and system statistics. This information is stored in a database within Service Now that can help you understand device history and trends. The device profile information can also be leveraged to provide you with proactive services included in Juniper Care Plus Services to help minimize your operational risks.

Service Automation Product Requirements

The service automation features will be available to customers running Junos OS 9.0 and above on the following products: Juniper Networks M Series Multiservice Edge Routers, MX Series 3D Universal Edge Routers, T Series Core Routers, J Series Services Routers, and EX Series Ethernet Switches.

Installation of Service Now requires a virtual server partition to be provided by and managed by the customer. Customers also have the option to purchase a hardware appliance from Juniper. Additional specifications can be found in the Service Now User Guide and Release Notes.

Knowledge Transfer: E-Learning Courses

You also have access to a series of E-Learning courses designed specifically to provide instruction on product troubleshooting features. This allows you to easily train staff members at their convenience and provide continuing education to account for staff turnover.

Service Specifications

Your responsibilities include:

- Ensuring that the requirements identified for your Juniper solution are in place. These requirements are documented in product documentation, user guides, or additional recommendations communicated by the Juniper team from time to time for proper delivery of Juniper services.
- Ensuring that employees who interface with Juniper service teams have completed required training by Juniper Networks Education Services and Juniper Networks Authorized Education Centers worldwide.

Complementary or Higher Level Services

Migrate up to Juniper Care Plus. Juniper Care Plus is for organizations that require the highest network availability and provides the flexibility to adapt, scale, and evolve with organizational initiatives. Looking for the correct level of expertise to optimize your network operations? Visit the Resident Engineer and Resident Consultant data sheets.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services and support, which are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to bring revenue-generating capabilities online faster so you can realize bigger productivity gains and faster rollouts of new business models and ventures. At the same time, Juniper Networks ensures operational excellence by optimizing your network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services/.

Ordering Information

Juniper Care Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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