PARTNER SUPPORT

Service Overview

Partner Support increases operational effectiveness and lowers operational costs through service automation. This allows your staff, and your customer's staff, to concentrate on running the business, not fixing the equipment.

Service Description

As a valued Juniper Networks Support Services Specialist:

- Would you like to reduce your current software and hardware support costs?
- Are you interested in minimizing your customers' support costs?
- Would you like to offer more service value to your customers?
- Is reducing your engineers' learning curve a current goal?
- Are you looking for ways to streamline your operations?

If you have answered "yes" to any or all of these questions, you will benefit from Juniper Networks® Partner Support. Experts in achieving network availability levels, our engineers and technicians help you meet the most aggressive network demands through operational hardware and software support that ensures maximum uptime, utility, and value.

Juniper as an organization embraces its partners. Our goal is to be seen by you as the "partner's partner"—meeting your unique requirements, empowering you to increase your branding opportunities, and enabling you to better serve your customers with needed tools and capabilities.

The Juniper Networks Partner Support offering takes a unique approach to services. Our philosophy is one of clear offerings and pricing options to ease the ordering process. We enable our partners with tools and capabilities that will allow you to increase your gross profit as well as reduce support efforts and costs. Key to our philosophy is service automation, which catches problems earlier, speeds up response, and is less labor intensive than ever before.

Along with the support tools and capabilities that Juniper offers, we continue to add specialized training and tools for technical, sales, and administrative personnel in your organization. We are confident that you will bring your best resources, energy, and people to the partnership as well.

Partner Support provides rapid response from Juniper Networks' technical service engineers, software support, and hardware replacement options that let you choose the right timing and resources for your customer's network. These hardware replacement options can be tailored to deliver the right level of service that you and your end customers require. Juniper Networks Technical Services provide a level of protection across the network investment that allows you and your end customer to maximize uptime and extract the most value out of the technology you deploy and support.

Advanced
Customer Support

Partner Support

- Advanced Customer Support delivers personalized services to the Customer, co-delivered by the Support Services Specialist and Juniper

- Partner Support improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Networks Technical Services Overview for the Support Services Specialist

Partner Support

Partner Support combines traditional 24x7 support, e-support, e-learning, and service automation. More than a simple break-fix service, Partner Support meets network demands with technical and operational support designed to keep the network running reliably while protecting the high-performance networking investment.

Receive best-in-class traditional 24x7 software and hardware support, rated number one for Mission Critical Hardware Support by the Technology Services Industry Association (TSIA) in 2008 and 2009. Take advantage of award winning online support that is rated one of the industry's 10 best Web support sites for an unprecedented five (5) consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than two consecutive ASP awards! Whether you are looking to solve a technical problem or manage an administrative issue, your support experience is self-guided and streamlined.

- Maximize network uptime via the Software Advantage Program which delivers software support, updates, and upgrades.

Features and Benefits

Table 1. Partner Support Features and Benefits

Feature	Feature Description	Benefit
Technical support	Gain access to Juniper Networks technical support engineers, software updates and upgrades, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post deployment technical support plans for your customers to meet the specific requirements of their network environments.
Knowledge transfer	Tailored to the Support Services Specialist, access a series of e-learning courses on product troubleshooting features.	Provide comprehensive training for staff members at their convenience, saving time and accelerating the learning process.
Support API – Case API	Integrate with a set of fully supported secure Juniper Support Case APIs providing full case lifecycle management through a B2B integration via an established onboarding process.	Clients integrating their support CRM/ticketing system with Juniper via this channel avoid duplicating data. The integration simplifies the process and reduces effort since users only need to enter data once in their CRM/ticketing system.
Juniper Software Support Evaluation Tool (JSSET)	Offers a secure portal that provides proactive bug notifications (PBNs) for Junos software defects based on configurable customer profiles.	Alerts you to known critical/major issues that can impact the devices in your network. Helps determine the impact on and potential exposure of different Junos versions.

Partner Support Entitlements

The main entitlements for Partner Support are shown in Table 2 below.

Table 2. Partner Support Entitlements

Entitlement	Hardware Support Levels								Software Support - Software Advantage
	Basic (SUP)	Return to Factory (RTF)	AR-5	Next-Day Ship	Next-Day Delivery	Next-Day Onsite	Same-Day	Same-Day Onsite	
Unlimited JTAC 24x7	X	X	X	X	X	X	X	X	X
Software releases	X	X	X	X	X	X	X	X	X
Customer Support Center (CSC) e-Support	X	X	X	X	X	X	X	X	
e-Learning	X	X	X	X	X	X	X	X	
Return to factory		X							
Five (5) business day advanced replacement			X						
Next business day advanced replacement parts shipment				X					
Next business day advanced replacement parts delivery					X	X			
Same day advanced replacement parts delivery							X	X	
Onsite technician						X		X	
Support API – Case API	X	X	X	X	X	X	X	X	X
Software Support Evaluation Tool (JSSET)	X	X	X	X	X	X	X	X	X

For all hardware replacement options, please follow Juniper's then-current RMA Policy and Procedures which are posted at www.juniper.net/support/rma-procedure.html.

Return the defective Field Replaceable Unit (FRU) to a Juniper Networks-specified RMA return depot locations, which can be found at www.juniper.net/support/rma-locations.html. Depot Locations are subject to change and replacements may be new or refurbished. Please note that actual delivery times may be affected by events beyond Juniper's reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, you have unlimited access to JTAC engineers by phone and online twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year for Level 3 support. As a single point of contact for 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 public 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 and your end customer's network investment. Features within the CSC include, but are not limited to, software downloads, technical alerts and bulletins, Return Materials Authorization (RMA) requests, and the Juniper Networks Knowledge Base.

Return to Factory

Juniper Networks will replace or repair the FRU identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the ship-to address within 10 business days after Juniper's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper global distribution center.

Five Day Advanced Replacement (AR-5)

Juniper Networks will ship FRU replacements to the ship-to address in advance of receiving returned defective hardware within five (5) business days if Juniper issues an RMA by 3:00 PM (local JTAC time). Juniper may ship replacements from a Juniper global distribution center.

Next Day Ship

Juniper Networks will ship FRU replacements to the ship-to address in advance of receiving returned defective hardware on the next business day if Juniper issues an RMA by 3pm (local JTAC time). The replacement FRU will be shipped from a Juniper in-country depot. "Next-Day Ship" is subject to availability, and is a limited offering that is only available where next day delivery would otherwise be available but for the fact that no in-country depot is close enough to ship-to address to accommodate next-day delivery.

Next Day Delivery

Juniper Networks will deliver FRU replacements to the ship-to address in advance of receiving returned defective hardware within the next business day if Juniper issues an RMA by 3pm (local JTAC time). "Next-Day Delivery" is subject to availability.

Same Day

Juniper Networks will deliver FRU replacements to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA In advance of receipt of defective hardware. "Same Day" is subject to availability.

Onsite

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and the Support Services Specialist's in-house contact for final resolution of the problem and the Support Services Specialist will return the defective product to Juniper Networks. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

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.

Support API – Case API

Juniper provides a set of fully supported and secure Support Case APIs to support the B2B integration of the client's (Juniper customer's) support CRM/ticketing systems with Juniper's support CRM system. Access to the Support Case APIs is through an established onboarding process.

Juniper Software Support Evaluation Tool

The Juniper Software Support Evaluation Tool (JSSET) is a secure portal that provides proactive bug notifications (PBNs) focused on Junos software defects that may have critical or major service impact. The portal can be used to generate on-demand reports, assess software defects, and evaluate versions of Junos software to determine the potential impact and exposure.

Knowledge Transfer—e-Learning Courses

Support Services Specialists have access to a series of e-learning courses designed specifically to provide instruction on product troubleshooting. Over 30 free web-based training modules are available that focus on hardware installation and implementation.

Juniper is making it easier for the Support Services Specialist to get trained and certified:

- The fast track portal provides the Support Services Specialist access to courseware that allows for self-study. Take assessment exams and even get major discounts on certification vouchers. As we revise the exams, we will be replacing this courseware with self-study guides, a more palatable way of learning and accessing the material.

- We have also launched instructor led online (ILO) training. This means if the Support Services Specialist would like to attend our training but can't travel, we have an option to do the full class—including a live hands-on lab—from the comfort of your own desk. This is a great way to save travel expenses and maximize face time with your customers.

Take advantage of knowledge transfer and e-learning opportunities to realize new certifications delivered by the Juniper Learning Academy, as well as to increase and enhance your value to end customers while gaining a competitive advantage.

Service Specifications

Support Services Specialist responsibilities include:

- Contact Juniper and provide all of the required information to activate the Juniper Networks Technical Services entitlement, including the serial numbers of each system, to enable support level and delivery of services.

- Provide information on current software releases running in the customer's network and current configurations as and when requested by Juniper Networks, to enable delivery of service deliverables mentioned in this offering.

- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the service.

- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides, or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper services.

- Support Services Specialist's employees interfacing with Juniper customer support teams may be required to undergo the recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by the Support Services Specialist hold at least Juniper Networks Certified Internet Specialist (JNCIS)-level certification (where available) in the relevant technologies.

Support API – Case API

The Juniper Support Case APIs are a well-defined set of REST APIs that enable clients (Juniper customers) to integrate their support CRM/ticketing systems with Juniper's support CRM system. As part of this B2B integration, clients can:

- Automatically create a case/service request (SR) in Juniper's support CRM system based on a case/ticket/incident in their system;

- Manage the case/SR lifecycle via this API channel (for example, to update the case, attach files, escalate the case, or request case closure); and

- Receive asynchronous updates to the case/SR made by Juniper support engineers, and/or other channel updates, without the need to poll.

For detailed API onboarding, documentation, definition, and support models, please refer to the documentation found at

https://eng.juniper.net/site/global/build/support_automation/ support_api/case_api/index.gsp

Juniper Software Support Evaluation Tool

The JSSET portal provides a large number of PBN capabilities. The user can build highly customized queries based on customer profiles (for instance, Junos version and hardware inventory), preview the results online, produce an impact assessment, and export the relevant data to preformatted reports for delivery.

Key features include:

- Reporting of Junos software defects that may have a critical or major service impact

- Ability to attach multiple queries to single customer profiles

- Enabling powerful "fuzzy search" on MR, SR and X releases (the ability to query PRs based on main release e.g. 16.1, 17.1 etc.)

- Support for advanced filtering with multiple positive and negative keyword filtering

- Ability to export and customize reports

Higher-Level Services

Migrate up to Advanced Customer Support. This advanced level of support delivers a Service Manager and provides the highest network availability. See the Advanced Customer Support data sheet, or contact your local Juniper Networks partner account manager today to learn more.

Looking for the ideal level of expertise to augment and empower your offering or solution? Please see the Resident Engineer and Resident Consultant datasheets, or contact your local Juniper Networks partner account manager.

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 costs 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/products-services.

Ordering Information

Partner Support is available globally. For details, please contact your Juniper Networks partner account manager.

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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