



JUNIPER[®]
NETWORKS

JUNIPER DAY

16 октября 2018 | Москва

AGENDA

Juniper Service offerings

Professional Services

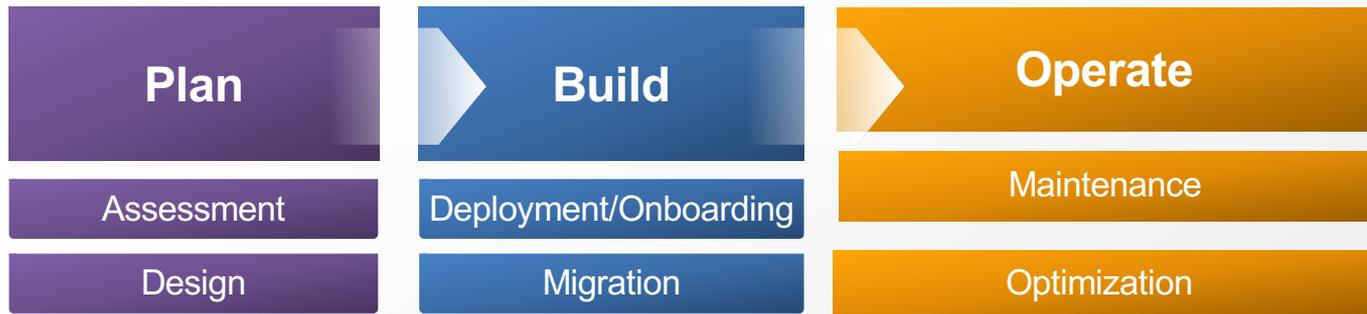
Enhanced Operational Services

Automation Services

Education Services

Service Offerings Across the Lifecycle

Customer Lifecycle



Offerings

Also available is a comprehensive Portfolio of Partner Enabled Offerings:

- Partner Support
- Advanced Customer Support
- Premium Partner Enablement
- Partner Design Validation Testing

Juniper Professional Services

- Jump Start Services - packaged services
- Implementation Services
- Migration and Conversion Services
- Customer On-Boarding
- Juniper Strategic Delivery - design & testing

Solution Support

Juniper Care

Juniper Optimum Care

Custom Software Support

Juniper Care Plus

Juniper Resident Engineers

Focused Technical Support

Support Automation (Junos Space Service Now and Service Insight)

Juniper Education

Juniper Professional Services



**ACCELERATE
INNOVATION**

**Identify
New Opportunities**



**LEVERAGE
PROVEN
EXPERTISE**

**Accelerate
Deployment**



**PLAN FOR
THE FUTURE**

**Create
Roadmap For Evolution**



**MITIGATE
RISK**

**Protect
Your Investment**

Juniper Care Plus – Enhanced Operational Support

	Service Manager	<p>Single Point of Contact for all service related activities</p> <p>Manages all entitled delivery services direct from you to Juniper</p>
	Expert to Expert Access	<p>Provides direct access to senior Juniper engineers for all Priority 1 and Priority 2 issues on a 24x7 basis</p>
	Personalized Product Reports Analysis	<p>Service Insight: Targeted analysis for proactive reports including workaround and impact probability analysis for product bug notification</p>
	Advanced Services Credits	<p>Custom and tailored services through credits included.</p>
	Juniper Education Credits	<p>Direct access to knowledge transfer through webcasts and instructor-led training</p>

Juniper's *Automated Support and Prevention Solution*

*Automated Support
and Prevention*
Problem Resolution Up To 50% faster using ASAP!

On-Site Applications (Installed)

Junos Space Service Now

- Automated Event Detection
- Automated Case Creation
- Automated Data Collection

Junos Space Service Insight

- Proactive Bug Notifications
- EOL/EOS Notifications
- Asset Management

Requires Junos Space NMS

Juniper Tools (Always Available)

Juniper Case Attachment Tool Suite (JCATS)

- Automated Data Analysis & Diagnosis
- Root Cause Determination

Juniper Support Systems

- Operations Director

MyJuniper

- Personalized Web Portal

Entitlement included within Juniper Care Support Contracts

A Wide Range of Education Services

Customers gain the most value from their high performance networks.

Comprehensive Curriculum and Training Services

- Product and solutions training
- Range of training modalities
- Prescriptive Training
- Flexible purchase options

Certified Instructors

- Deep solution expertise
- Extensive real-world experience
- Rigorously screened Authorized Education Partners (JNAEPs)

Seamless Learning Experience

- Systems and infrastructure
- Hands-on lab environment
- Instructor-Led Online training

World-Class Certification Program

- Multi-track
- Multi-tier
- The ultimate demonstration of Juniper Networks competency