

# JUNIPER AI ADVANCED CARE SERVICES DATASHEET

## Service overview

*Today's organizations are under constant pressure to meet dynamic market demands while increasing their return on investment. Juniper AI Advanced Care provides high value services designed for enterprise customers, with effective personalized expert guidance and high-touch support from Juniper.*

### Service description

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

Juniper AI Advanced Care is a personalized service that drives customer success from initial onboarding to tailored technical guidance and support throughout the solution life cycle. With a single point of contact, customers get an enhanced support experience that is shaped by the business outcomes they want to achieve, such as better user experiences. Your technical contact does this by helping optimize network design, performance, and availability with best practices from Juniper.

Juniper AI Advanced Care includes all the features in Juniper AI Care and more.

### Day 0 and Day 1 (Prepare and Deploy)

Customers get onboarding assistance, as well as personalized guidance and technical design review, from an assigned technical liaison. The service also includes two All Access Training Passes that provide customers with the opportunity to add to their skills with one year of access to all Juniper Education Services training courses.

### Day 2 and Day 3 (Adopt and Grow)

With the assigned technical liaison, AI Advanced Care customers have a single point of contact who provides high-touch support during regular business hours. The service also includes assistance in the progression of high-impact network issues, proactive technical notification, technical consultation, operational review meetings, and knowledge transfer related to Juniper Mist products and solutions.

Additional service features include 24x7 active issue management via a dedicated phone number, accelerated response times, and customized reports.

## AI Care Services portfolio

### Three levels of onboarding, operational, and technical assistance

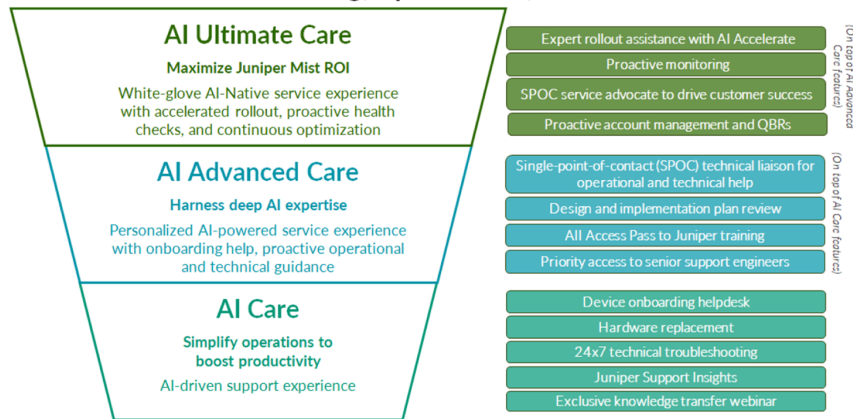


Figure 1: The Juniper AI Care Services portfolio has three options: AI Care, AI Advanced Care, and AI Ultimate Care

## Features and benefits

Table 1. Juniper AI Advanced Care features and benefits

| Feature                                                     | Feature description                                                                                                                                                                                             | Benefit                                                                                                                                             |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Designated remote technical liaison</b>                  | A named technical expert provides assistance on technical needs                                                                                                                                                 | Helps you implement best practices across your network and provides knowledge transfer                                                              |
| <b>Onboarding assistance</b>                                | Guidelines and processes for accessing Juniper resources                                                                                                                                                        | Eases the learning curve and accelerates operational processes                                                                                      |
| <b>All Access Training Pass</b>                             | Two All Access Training Passes for the first year of the service term, providing access to all Juniper Education Services courses for a year                                                                    | Transfers training and knowledge to your engineers                                                                                                  |
| <b>Design review</b>                                        | Technical review of any design document or implementation plan once per quarter                                                                                                                                 | Gain confidence and assurance that the solution or new functionality is deployed based on Juniper best practices                                    |
| <b>Active issue management (24x7)</b>                       | A dedicated phone number provides after-hours access to a designated, remote support team, ensuring cases are properly escalated. Follow-up reports are provided until escalation requests are complete         | Ensures that issues are handled and resolved in an efficient manner, keeping your network running smoothly                                          |
| <b>Proactive operational support</b>                        | Proactive assistance with Return Material Authorization (RMA) issues, asset management, and support related to contracts, licenses, and entitlement                                                             | Ensures operational success to keep your network running smoothly                                                                                   |
| <b>Escalation management and technical issue resolution</b> | Technical input and guidance to facilitate and expedite problem resolution                                                                                                                                      | Minimizes impact of business-critical technical cases                                                                                               |
| <b>Periodic review of open issues</b>                       | 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                                             |
| <b>Knowledge transfer webinars</b>                          | A quarterly, interactive webinar to share best practices for various features, use cases, etc.                                                                                                                  | Enhances staff knowledge and expertise on Juniper products and services to simplify operational processes and maintain a highly available network   |
| <b>Technical knowledge transfer Q&amp;A</b>                 | Informal Q&A with consultative guidance for questions and service deliverables                                                                                                                                  | Provides technical knowledge to maximize the service value and acquire the necessary knowledge for keeping your network running in an optimal state |
| <b>Custom reports and consultation</b>                      | Access to 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 to enhance decision making for network performance and planning success                                  |
| <b>Environment-specific technical guidance</b>              | Guidance tailored to your campus and branch (Juniper Mist) solutions                                                                                                                                            | Maximizes value of Juniper AI Advanced Care                                                                                                         |

## Ordering information

The Juniper AI Advanced Care contract has a minimum term of 12 months.

Juniper AI Advanced Care services are available globally. For details, please contact your local Juniper authorized partner, Juniper Networks account manager, or your assigned Juniper service business manager.

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

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

## About Juniper Networks

Juniper Networks believes that connectivity is not the same as experiencing a great connection. [Juniper's AI-Native Networking Platform](#) is built from the ground up to leverage AI to deliver the best and most secure user experiences from the edge to the data center and cloud. Additional information can be found at [juniper.net](https://juniper.net) or connect with Juniper on [X](#) (formerly Twitter), [LinkedIn](#), and [Facebook](#).

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