



REMOTE MANAGED SERVICE

Service Overview

Operating a network 24x7 requires skilled staff that might better serve the company by focusing on higher value tasks that support your core business. The Remote Managed Service gives you access to Juniper expertise and equipment to co-manage your network devices, firewall policy, produce vital reports, and provide periodic consultation for day-to-day operations and future capacity planning, freeing up critical internal resources to support more revenue-generating activities.

Service Description

Network monitoring and management may be difficult and expensive, but it is also critical for the operation of your company's core revenue-generating activities. Juniper Networks® Remote Managed Service offers you access to our existing network and security management operations center and trained specialists, allowing you to focus your IT resources on your core business operations.

Turnkey Customized Monitoring and Management

The Remote Managed Service allows you to outsource all or parts of your day-to-day network management burden. The service consists of an upfront, nonrecurring inventory and setup operation, followed by either a device monitoring-only or a full monitoring and management service. Both of these ongoing services are delivered 24x7 remotely from Juniper's NOC.

Co-Management of Devices

With the Remote Managed Service, Juniper technical experts work jointly with your IT staff to manage changes to your network. This is done by establishing a process for documenting what, when, and why changes are made to your network as well as who is making them, giving you a comprehensive audit trail for any network and security modifications.

Multivendor Support

Training your IT staff on multiple vendors while simultaneously providing 24x7 coverage on different vendors and device types is an expensive and complicated proposition. Juniper has the staffing and expertise required to do this.

Streamlined Communication

When an issue is discovered in your network, Juniper's NOC team will quickly notify both your IT staff and Juniper Networks Technical Assistance Center (JTAC). The NOC staff knows exactly what information JTAC engineers need to resolve a problem quickly and can provide that information in a streamlined manner. If there is an ISP issue, the NOC staff will deal directly with the ISP without your IT staff having to act as a go-between. The Remote Managed Service includes:

- Purpose-built ticketing with e-bonding capabilities
- Web portal for client access

Features and Benefits

Fault Monitoring and Management

The Remote Managed Service ensures that managed devices are operational through regular operations support systems (OSS) polling. If a device fails to respond to the poll, a ticket is proactively created and an engineer is automatically assigned to work the issue through resolution. The service reduces meantime to repair (MTTR) by initiating remediation within minutes, gathering the critical alarm and device status information required for rapid resolution. A typical issue is resolved without requiring the intervention of operational staff, leaving them free to focus on other tasks.

Performance Monitoring and Management

The Remote Managed Service collects and stores polling data to determine the performance and utilization of managed devices, including firewalls and their subcomponents. In the event that a device falls below a best-practice or customer-specific threshold, a ticket is proactively created and an engineer is assigned to work the issue through to resolution. Examples include bandwidth utilization, packet loss, network latency, and CPU and memory utilization. The service ensures that your network is working at optimal levels, it is capable of handling transient loads without performance degradation, and you are getting the most out of your infrastructure investment. A typical issue is resolved without requiring the intervention of operational staff, leaving them free to focus on other tasks.

Configuration Monitoring and Management

The Remote Managed Service allows co-management of devices, capturing and archiving 30 supported configuration versions. Firewall policy configurations are tailored to unique security requirements. Additional backups are performed automatically if changes are detected, with informational alerts automatically sent to Juniper engineers. This protects you from human and configuration errors, allowing you to rapidly roll back changes to a known good version and reducing or minimizing network interruptions due to unforeseen configuration errors.

Remote OS and Patch Updates

The Remote Managed Service monitors all devices over their life cycle, looking for newly released patches and OS updates to ensure that devices are running efficiently and securely. When patches or OS updates that should be implemented within your environment are identified, Juniper staff will reach out to your designated contacts and inform them that the

update is available. Patches within a major release—20.1 to 20.1R1.3, for example—will be applied as a component of the overall service offering, relieving your staff of the burden of managing software updates and patches. The service effectively manages your maintenance windows, ensuring that you receive the correct patches and updates applicable to, and consistent with, your operating environment.

Reporting

Tactical and strategic reporting included as part of the Remote Managed Service goes far beyond the standard reports provided by other managed service providers. Weekly and monthly tactical reports consist of ticketing information, performance data and firewall alerts from Juniper's OSS, identifying the busiest devices. Strategic reporting includes an assessment created from the analysis of ticket trends and performance and security data by a third-level engineer.

These reports are often used as justification for IT and security planning and budgeting by identifying items of high or strategic impact such as End-of-Life (EOL) and End-of-Service (EOS) devices, the benefit of upgrades, and maintenance, growth/capacity, and attack surface issues. This reporting feature relieves your operational staff from having to generate and interpret security event logs, ticketing and performance reports and integrate them into a single strategic network and security status summary, as well as forward-looking roadmaps and recommendations. You get the expertise of Juniper Networks engineers reviewing your network and security operations and making recommendations based on best practices developed over hundreds of network optimization projects.

Ordering Information

Moves, Adds, Changes, and Deletes

Moves, adds, changes, and deletes (MACDs) can be purchased in annual blocks (i.e., 120 or 10 per month), as well as in one-time blocks for special projects that include a high volume of change requests. MACD requests are managed from a monthly allotment and may be rolled over from month to month, but they expire at the end of the contract year.

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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