



GOVERNMENT ADVANCED CARE PLUS SERVICES DATASHEET

Service Overview

The Government Advanced Care Plus Services is a high-value, personalized service with around-the-clock support through Juniper security clearance-eligible technical support engineers who provide U.S.-based, U.S citizen-delivered support experience combined with a seasoned service management specialist to ensure rapid resolution of issues and proactive management of your network and cloud environments.

Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® Government Advanced Care Plus Services is tailored to address the needs of U.S. government organizations by providing access to U.S.-based support and technical support teams staffed by U.S. citizens, a Federal Risk and Authorization Management Program (FedRAMP), a certified cloud-based case management system (CRM), a secure file management system, and a designated U.S.-based, U.S. citizen, Juniper service manager.

Additional value-added features include enhanced support response time, onboarding assistance, best practice knowledge transfer, and periodic customized reports, all available to enhance networking and cloud expertise, proactively identify and prevent problems, and reduce administrative loads.

Features and Benefits

Features	Description	Benefits
Government Customer Care (G-CCare)	24x7x365 access to a team of U.S. citizen resources via a dedicated toll-free number to facilitate all your inquiries and escalations	Ensures that your issues are handled and resolved quickly and efficiently
Onboarding Assistance	Services manager located in the U.S. to connect you with service deliverables and appropriate resources within Juniper	Collapses the learning curve, accelerating and enhancing your engagement with Juniper
Government Network Support Team	24x7x365 access to a U.S.-based technical support engineer eligible to apply for security clearance to troubleshoot, resolve, or provide a workaround for reported issues while acting as the case owner throughout the case management life cycle	Delivers a comprehensive range of support tailored to meet U.S. government regulations
Secure Case Management System	FedRAMP-certified cloud solution for case management	Ensures sensitive data is handled in secured environment
Secure File Management System	Case-relevant data from Juniper devices uploaded to a secure file server by Juniper authorized resources	Ensures sensitive network data is shared using a secured file system
Customized Reports	Periodic reports, customized for your network, including product installed base, End-of-Life (EOL), and Return Material Authorization (RMA) cases, as well as product bug information	Provides proactive data delivery to preempt problems before they occur
Best Practice Knowledge Transfer webinar	A quarterly interactive webinar that shares best practices and use cases	Helps you acquire knowledge to keep the network running at an optimal state
Enhanced Support Response Time	Priority 1 and 2 cases: 30 minutes Priority 3 and 4 cases: 4 hours	Accelerates case closures and increases network uptime, keeping end users productive
Service Manager	8x5 access to a U.S.-based named contact who is a U.S. citizen for proactive network support and services management	Provides a designated advocate and single point of contact to manage all service-related issues

Ordering Information

Juniper Care service is a prerequisite for the Juniper Government Advanced Care Plus Services.

The Juniper Government Advanced Care Plus Service contract has a minimum annual term of twelve (12) months.

For eligible products and additional details, please contact your local Juniper authorized partner, Juniper Networks account manager, or your assigned Juniper services business manager.

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 Networks (www.juniper.net) or connect with Juniper on [X](#) (Twitter), [LinkedIn](#), and [Facebook](#).

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