

# JUNIPER AI CARE SERVICE DATASHEET

## Overview

*Today's organizations face ongoing pressure to adapt to dynamic market demands while maximizing their return on investment. The foundational tier of Juniper AI Care Services for Mist AI, Juniper AI Care, delivers high-value services for enterprise customers with Mist Wireless, Wired, or WAN Assurance. Through automated, AI-powered support, AI Care ensures faster resolutions and enhanced operational efficiency, empowering organizations to focus on their core business objectives.*

## Description

Designed to help customers maximize the value of their Juniper Mist AI investment, Juniper AI Care Services for Mist AI is the industry's first service portfolio that delivers a true AI-Native Networking experience over the entire network life cycle—from deployment to ongoing operations and future growth.

Moving from the industry convention of reactive support to a proactive, all-encompassing approach, this three-tiered portfolio leverages AI-Native insights and deep technical expertise to help your business surpass service-level expectations (SLEs).

The foundational tier of the service portfolio, Juniper AI Care, is included with Mist Wireless, Wired, and WAN Assurance. With our 24/7 Juniper Technical Assistance Center (JTAC) support experts harnessing leading-edge AI technology, AI Care delivers faster, more efficient support. Automation and predictive analytics help ensure issues are identified and resolved faster. With AI Care, you can maximize network availability, optimize performance, and deliver outstanding user experiences from the very start.

## Service portfolio

Three levels of onboarding, operational, and technical assistance

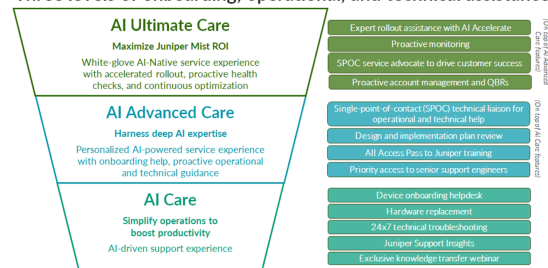


Figure 1: The three tiers of Juniper AI Care Services for Mist AI and included benefits

## Features and benefits

Table 1. Juniper AI Care features and benefits

Feature	Description	Benefits
<b>24/7 technical support</b>	Access to 24/7 Juniper Technical Assistance Center (JTAC) with support experts to diagnose, troubleshoot, and resolve system problems quickly and efficiently	Enhanced network availability with round-the-clock expert assistance to resolve technical problems promptly
<b>Knowledge transfer webinar</b>	Quarterly interactive webinars led by Juniper subject matter experts to share best practices for maintaining, operating, and optimizing your Juniper Mist solution	Maximized ROI from your Juniper Mist solutions using expert guidance to take full advantage of available features
<b>Onboarding support</b>	Device onboarding assistance provides guidance and troubleshooting for all Mist device onboarding issues during a pre-scheduled maintenance window with a Juniper onboarding expert engineer	Smooth and seamless rollout for accelerated time to value
<b>Hardware replacement</b>	Multiple hardware replacement options to meet your business requirements	Business needs for network availability met with flexible options for hardware replacement
<b>Juniper Support Insights (JSI)</b>	Reports and dashboards for installed base inventory, contract status, license information, proactive bug notifications (PBN), security incident response team (SIRT), and others	Improved network availability and planning using actionable operational health and life cycle insights

## Ordering information

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

The Juniper AI Care Service is 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 corresponding Service Description:

<https://support.juniper.net/support/guidelines/>

## 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](#) (Twitter), [LinkedIn](#), and [Facebook](#).

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1133 Innovation Way  
Sunnyvale, CA 94089 USA

**Phone: 888.JUNIPER (888.586.4737)**

**or +1.408.745.2000**

**[www.juniper.net](https://www.juniper.net)**

### APAC and EMEA Headquarters

Juniper Networks International B.V.  
Boeing Avenue 240 1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands

**Phone: +31.207.125.700**

**JUNIPER** NETWORKS | Driven by Experience™