JUNIPER ACCELERATED RESOLUTION CARE SERVICES DATASHEET

Service overview

Network reliability is crucial to the success of your business. With Juniper Accelerated Resolution Care Services, you receive tailored network-aware support with faster case restoration and resolution for the most complicated services or applications in your network.

Service description

The increasing number of new and evolving technologies is making network environments more complex. You need to minimize complexity and cost while supporting business growth.

Juniper Network® Accelerated Resolution Care Services provides access to a designated team of engineers, who resolves issues faster and minimizes downtime. Our experts have broad product knowledge, highly experienced technical support skills, and personalized insights of your network profile or distinct operating requirements.

This service offers Juniper's highest level of proactive support and can be added to Juniper Advanced Care or Juniper Premium Care Services. The designated team of engineers establishes a close relationship with you and your network that enables faster case closure and resolution of your network issues in comparison to our standard technical support offerings. Our goal is to enhance process improvements and provide data-backed recommendations that deliver operational efficiencies while achieving your desired operational outcomes.

To enhance user experience, continuous engagement with a designated team of engineers combined with KPIs and customized reports provide visibility into your network. The overall combination improves network operations and network reliability.

Features and Benefits

Table 1. Accelerated Resolution Care Service Features and Benefits

Feature	Feature description	Benefit
24x7 Technical Support	24x7 direct access to a designated team of engineers who know your network	Provides faster issue resolution with troubleshooting done by experts who are familiar with your network
Designated Team of Engineers	Designated team of engineers with specific product line expertise and deep technical troubleshooting skills for solving critical and complex network issues	Save time and resources, prioritize escalations, and document technical knowledge to ensure highly responsive technical support for your mission-critical network
Diagnostics and Root Cause Analysis	Analysis of diagnostics and root causes with documented solution and mitigation	Understand network problems by identifying operational gaps and potential risks
Network Level Support	Highly skilled specialists review cases at a network level and address symptoms beyond the device level	Expand focus on network infrastructure with holistic approach to network maintenance
Best Practice Knowledge Transfer	Regular review sessions to provide best practice information based on issues and trend analysis	Acquire new knowledge to maintain highly available network
Operations Review Meeting	Regular scheduled meetings to discuss open issues and case status	Ensure visibility and transparency of every case
Enhanced Support Response Time	Priority 1: 15 minutes, Priority 2: 30 minutes, Priority 3: 2 hours, Priority 4: 4 hours	Realize faster response time with expedited problem resolution
Restoration Time	Priority 1: 4 hours, Priority 2: 8 hours	Minimize operational impact and risk of essential business availability

Key deliverables

Designated team of engineers

Accelerated Resolution Care Services provides access to a designated team of engineers assigned to Juniper technology platforms for which you need the most support. Juniper provides support for routing, switching, security, and software.

You have access to a certified, expert team of engineers who possess in-depth knowledge of your infrastructure and the technologies that are present in your network profile. This includes your network topology, features, configurations, and service history, as well as your network's operational processes and procedures.

Diagnostics and root cause analysis

Juniper provides in-depth diagnostics and root-cause analysis for problems that affect your network. Juniper replicates the problem in a Juniper Networks lab environment to determine and document the root cause, verify a fix, and provide recommendations on the proposed solution. In-depth diagnostics are intended to determine the solution for immediate network-impacting issues and help determine the best way to prevent issues from recurring.

Operations review meeting

Your Juniper designated team hosts regular scheduled meetings and a quarterly services review meeting to discuss and review cases status, identify issues, and provide recommendations for corrective actions.

Enhanced support response time

Resolving your issues quickly is our highest priority. You are entitled to the following response times for these case types: Priority 1: 15 minutes; Priority 2: 30 minutes; Priority 3: 2 hours; Priority 4: 4 hours.

Restoration time

To minimize the impact of any service disruption, your designated team of engineers will try to restore service for Priority 1 cases within four hours and Priority 2 cases within 8 hours.

Service specifications

The Juniper Accelerated Resolution Care Services are available for a minimum fixed term of 12 months.

Juniper Accelerated Resolution Care Services are delivered remotely and available twenty-four (24) hours a day, seven (7) days a week.

Service eligibility and ordering information

Accelerated Resolution Care Services are available only to customers who hold a valid Juniper Advanced Care or Juniper Premium Care contract, or to Juniper Support Service Specialists who hold a valid Advanced Customer Support contract.

SKU	Description
SVC-ACCELRESO-CARE	24x7 Juniper Accelerated Resolution Care
PAR-ACCELRESO-CARE	24x7 Juniper Accelerated Resolution Care

You can purchase Accelerated Resolution Care Services directly from Juniper Networks or through an authorized Juniper Networks resellers.

For more information, please contact your local Juniper Networks account manager or services business manager.

About Juniper Networks

Juniper Networks believes that connectivity is not the same as experiencing a great connection. Mist™, Juniper's AI-native networking platform, is built from the ground up to leverage AI to deliver exceptional, highly secure, and sustainable user experiences from the edge to the data center and cloud. Additional information can be found at juniper.net or connect with Juniper on X (formerly Twitter), LinkedIn, and Facebook.

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