JUNIPER AI ULTIMATE CARE SERVICES DATASHEET

Service overview

Juniper AI Ultimate Care provides high-value, personalized service for large enterprises, service providers, and cloud networks. Customers benefit from ongoing strategic interlock to get the right expertise and assistance at various life cycle stages of solution adoption and operations.

Service description

Juniper Networks® services provides the support and assistance needed for deploying, scaling, and managing the complexity of technology. The rich set of services helps you design and roll out your network more quickly with less risk. It also helps keep the network at optimum readiness and able to evolve efficiently in response to changing business demands.

Juniper AI Ultimate Care is a highly personalized service that provides expert assistance at every step of your journey—from initial onboarding and deployment assistance to ongoing service management and proactive monitoring. Whenever it's needed, the right expertise is available with a single point of contact (SPOC) that efficiently manages service delivery and aligns it to your objectives.

AI Ultimate Care includes all the benefits of AI Advanced Care, plus much more.

Day 0 and Day 1 (Prepare and Deploy): Get onboarding assistance and Juniper AI Accelerate Service, providing initial design and deployment assistance that covers implementation best practices, cutover support, and post-cutover monitoring assistance. AI Ultimate Care also includes two All Access Training Passes that provide one year of skills-building access to all Juniper Educations Services training courses.

Day 2 and Day 3 (Adopt and Grow): Get a service advocate who acts as a SPOC for managing all service-related issues or entitlements. The service also includes a technical liaison and 24x7 Active Issue Management. For prompt issue resolution, enjoy a dedicated phone number to receive faster support response times, expedited support, and priority access to Juniper senior support engineers.

Additional features include quarterly business reviews, a customer success plan, proactive account management, and customized reports. The cost-effective service enhances your team's networking expertise, anticipates problems before they occur, and reduces additional management tasks.

Three levels of onboarding, operational, and technical assistance

AI Ultimate Care
Maximize ROI for Juniper campus and branch solutions
White-glove AI-native service experience with accelerated rollout, proactive health checks, and continuous optimization

Expert rollout assistance with AI Accelerate
Proactive monitoring
Single-point-of-contact (SPOC) service advocate to drive customer success
Proactive account management and QBRs

AI Advanced Care
Harness deep AI expertise
Personalized AI-powered service experience with onboarding help, proactive operational and technical guidance

SPOC technical liaison for operational and technical assistance
Design and implementation plan review
All Access Pass to Juniper training
Priority access to senior support engineers

AI Care
Simplify operations to boost productivity
AI-driven support experience

Device onboarding helpdesk
Hardware replacement
24x7 technical troubleshooting
Juniper Support Insights
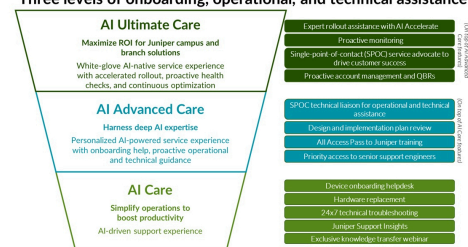Exclusive knowledge transfer webinar

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

Lastly, the service provides proactive monitoring by using campus and branch cloud services dashboards and available information like Service Level Expectations (SLEs), Marvis® Actions from our Marvis® AI Assistant, and Juniper Premium Analytics. Your technical liaison identifies critical issues that require action and guides your team through the resolution process.

Features and benefits

Table 1. Juniper AI Ultimate Care features and benefits

Features	Feature description	Benefit
AI Accelerate Service	Three months of AI Accelerate Service during the first year of the service for initial design and scaled rollout assistance	Provides initial design and best practices, device template creation, deployment/implementation assistance, cutover and maintenance window support, post-cutover monitoring, developing run-books, and project management
Service advocate	A Juniper-designated point of contact available during local business hours	Provides an accountable advocate as single point of contact to ensure all service requirements are met
Quarterly business review	A quarterly report specific to your Juniper solutions, covering hardware and software end of life (EOL) and end of support (EOS), open/closed cases, and relevant proactive bug notifications	Helps preempt potential problems before they occur
Customer success plan	Plan focused on proactive management and planning with periodic reviews, reporting for entitled services, case management and escalation, customized reporting, and installed base guidance	Enables better alignment between your objectives and Juniper services by developing a specific services plan for effective delivery
Proactive account management	Guidance for mapping business requirements to network function and capability	Ensures your network and business requirements are consistently met
Proactive monitoring	Technical liaison reviews campus and branch cloud services dashboards, SLEs, Premium Analytics, Marvis Actions, etc. (as applicable), to provide proactive monitoring of the network health during normal business hours	Evolves your operations from reactive to proactive, with a focus on user experience

Table 2. Juniper AI Ultimate Care features and benefits also included in AI Advanced Care

Features	Feature description	Benefit
Designated remote technical liaison	A named, designated technical liaison assists with technical needs	Helps you implement best practices across your network and provides knowledge transfer
Onboarding assistance	Guidelines and processes for accessing Juniper resources	Eases the learning curve and accelerates operational processes
All Access Training Pass	Two All Access Training Passes for the first year, providing access to all Juniper Education Services courses	Transfers training and knowledge to your engineers
Design review	Technical review of any design document or implementation plan once per quarter	Deploy the solution or new functionality with confidence and assurance of Juniper best practices
Active issue management (24x7)	A 24x7 dedicated phone number provides after-hours access to a remote support team, ensuring cases are properly escalated. Follow-up reports and status are provided until escalation requests are complete	Ensures that issues are handled and resolved in an efficient manner, keeping your network running smoothly
Proactive operational support	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 efficiently
Escalation management and technical issue resolution	Technical assistance and proactive case management to facilitate and expedite problem resolution	Minimizes impact of business-critical technical cases
Periodic review of open issues	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
Priority access to senior engineers	P1/P2 cases routed directly to senior support engineers	Ensures faster issue resolution for high-priority cases, resulting in superior network operations
Knowledge transfer webinars	A quarterly, interactive webinar to share best practices and use cases	Enhances staff knowledge and expertise on Juniper products and services to simplify operational processes and maintain a highly available network
Technical knowledge transfer	Informal Q&A with consultative guidance for questions and service deliverables	Provides the technical knowledge to maximize the value of the service and acquire the necessary knowledge to keep your network running in an optimal state
Custom reports and consultation	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 forward-looking decision making
Environment-specific technical guidance	Guidance tailored to your Juniper campus and branch solution	Maximizes value of Juniper AI Ultimate Care

Ordering information

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

Juniper AI Ultimate Care Services are available globally. For details, please contact your local Juniper partner, Juniper Networks field sales 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 https://support.juniper.net/support/guidelines/.

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

About Juniper Networks

Juniper Networks is leading the convergence of AI and networking. Mist™, Juniper's AI-native networking platform, is purpose-built to run AI workloads and simplify IT operations, assuring exceptional and secure user and application experiences—from the edge to the data center to the cloud. Additional information can be found at www.juniper.net, X, LinkedIn, and Facebook.

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