

PERFORMANCE-ENABLING SERVICES AND SUPPORT

Accelerate, Extend, and Optimize Your
High-Performance Network

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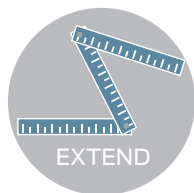
The Time-To-Value Experience

Today more than ever, organizations are under pressure to convert IT investments into value at maximum speed. Service providers must introduce and scale next-generation services to capture market share and build customer loyalty. Enterprises must seize opportunities, meet challenges, and outmaneuver competitors to take the lead in fast-changing markets. Enterprises and public sector organizations must demonstrate rapid progress to justify technology initiatives, without compromising network performance and security or the confidentiality of private information.

In this high-speed environment, the challenges and the risks are as great as the opportunities. Network investments are substantial, and few IT departments can spare the time or staff resources needed to keep pace with the latest innovations in business networking.



Provide immediate value to your network



Extend the network performance of the product



Optimize your infrastructure and operations

Juniper Networks Services and Support

Juniper Networks Services and Support allows you to maximize your network investment and prepare for future readiness. Juniper provides the following capabilities.

Technical Services: Operational assistance to protect your business investment

Installation and Configuration Services: A rapid, confident start for your high-performance, high-value network

Consulting Services: Expert assistance to accelerate your network's value

Educational Services: Improved productivity and self-sufficiency for your technical staff

Juniper Networks Services and Support accelerates your network's time to value, bringing revenue-generating capabilities online faster for bigger productivity gains, faster rollouts of new business models and ventures, greater market reach, and higher levels of customer satisfaction. Juniper helps you build operational excellence—to maintain required levels of performance, reliability, and availability; to scale and adapt to new business requirements; to reduce operational costs; and to eliminate exposure to IT risks.

For complete details, please visit us at: www.juniper.net/products/services.

TECHNICAL SERVICES	INSTALLATION AND CONFIGURATION SERVICES
<ul style="list-style-type: none"> • Juniper Care • Juniper Care Plus • Resident Engineer • Resident Consultant • Focused Technical Support 	<p>Startup Services</p> <ul style="list-style-type: none"> • Basic Installation • Engineering, Furnish, and Installation • Site Survey • Implementation Consulting • Configuration Services <p>Quick Start Services</p> <ul style="list-style-type: none"> • SSL Quick Start • Firewall Branch Office Quick Start • WXC Series Quick Start • UAC Quick Start <p>Conversion Services</p> <ul style="list-style-type: none"> • Vendor Introduction Program (VIP) • Juniper Enterprise Transition (JET)
CONSULTING SERVICES	EDUCATION SERVICES
<p>Assessment and Analysis</p> <ul style="list-style-type: none"> • Security Assessment and Risk Mitigation • Routing Policy Optimization • Security Policy Optimization <p>Design & Planning</p> <ul style="list-style-type: none"> • High-Level Design • High-Level Design Review • Low-Level Design • Low-Level Design Review • Implementation Planning • Implementation Plan Review • Low-Level Design Validation and Testing • Product Issue Impact Review and Proof-of-Concept • Strategic Network Consulting <p>Project Implementation</p> <ul style="list-style-type: none"> • Firewall Conversion • Firewall Migration • Router Migrations 	<ul style="list-style-type: none"> • Juniper Networks Certification Program (JNCP) • Technical Training • Juniper Networks Authorized Education Partners (JNAEPs) • Prescriptive Training • Juniper Networks Academic Alliance

Juniper Partner Service Specialists

Our Juniper Partner Service Specialization offerings provide the tools and resources that our qualified Juniper partners need to optimize their service practices. These specializations help Juniper partners deliver a wide range of services related to Juniper products and solutions efficiently and profitably. Our goal is to ensure that the Juniper Networks solutions implemented for our customers are successful and scalable—while providing Juniper partners with the opportunity to generate predictable and recurring revenue, and maintain a healthy business relationship with the customers.

There are three service specializations designed to offer unique opportunities:

- Operate Specialization
- Implement Specialization
- Design Specialization

Each of these specializations provides a specialty capability to the Juniper partner community that provides the end users with qualified local resources and allows our partners to be an integral part of our business solutions.

To learn more about this program, or to find a local Juniper Partner Service Specialist to meet your needs, please visit www.juniper.net/us/en/partners/service-support.

Technical Services

Operational Assistance to Protect Your High-Performance Network Investment

When your business depends on your network, you can count on Juniper Technical Services. Skilled, industry-seasoned experts—on call or onsite—keep your network investments protected, up to date, and performance tuned for a confident, secure operation.

You count on your network to connect customers, suppliers, partners, and employees with up-to-date information and innovative services. Their confidence depends on secure, highly available, high-performance network services.

Every organization should use Juniper Technical Services for:

- Secure, reliable, confident operations, with fast recovery from incidents on any scale
- Rapid returns and consistent savings from network investments
- More performance and productivity from its network and the staff that depends on it
- Agile, future-ready networks, protected and prepared for any business challenge

Table 1: Juniper Technical Services Comparison Table

FEATURE	JUNIPER CARE	JUNIPER CARE PLUS*
JTAC Access	✓	Included with Juniper Care
Software Releases	✓	Included with Juniper Care
Hardware Replacement Options	✓	Included with Juniper Care
CSC online e-support	✓	Included with Juniper Care
Junos Space Service Now	✓	Included with Juniper Care
eLearning	✓	Included with Juniper Care
Training Credits	Not Applicable	✓
Consulting Credits	Not Applicable	✓
Service Manager	Not Applicable	✓
Junos Space Service Insight	Not Applicable	✓
Expert-to-Expert Access	Not Applicable	✓
Resident Engineer	Optional**	Optional**
Resident Consultant	Optional**	Optional**
Focused Technical Support	Not Available	Optional**

*An active Juniper Care support contract is a prerequisite for purchasing Juniper Care Plus.

**Additional fees and contract are required. An active Juniper Care or Juniper Care Plus contract must be in place for all equipment at the customer site.

Juniper Technical Services helps you maintain a competitive edge by eliminating downtime and optimizing performance. Juniper engineers are at your service with in-depth knowledge and practical experience on your specific network infrastructure whenever, wherever, and however you need them. Select a service plan to match your business requirements, and enjoy confidence in your choice, your network, and your business future.

Juniper Technical Services Differentiated by Service Automation

Juniper's service automation solution provides a comprehensive set of tools and technologies that leverages Juniper Networks® Junos® operating system embedded technology to deliver support capabilities to maximize uptime and minimize downtime while streamlining operations and reducing operational expenditure. Juniper service automation—delivered via Junos® Space Service Now for reactive event management and Junos Space Service Insight for adaptive and proactive management and maintenance—is designed to empower your operations team to regain productive time and optimize the performance and delivery of services for your network running Juniper's high-performance platforms.

TECHNICAL SERVICES AT-A-GLANCE

- Juniper Care
- Juniper Care Plus
- Resident Engineer
- Resident Consultant
- Focused Technical Support

Juniper service automation acts as the following:

- An expert system solution that embeds the problem-solving expertise of Juniper Networks Technical Assistance Center (JTAC) engineers into Juniper products
- An early warning system that keeps constant vigil for potential and acute problems on your network
- A troubleshooting assistant that accelerates problem resolution by giving operations staff the ability to open cases with JTAC and including all needed logs and diagnostics
- An analyst function that helps prevent problems on the network by notifying you of potential issues, risks, and vulnerabilities before they affect service
- An impact analyst that provides targeted information for impact of EOL/EOS notifications
- A highly secure, customizable system that performs according to your specifications and within your security policy guidelines

Juniper service automation helps reduce your operational expenses by:

- Simplifying and automating the way you get technical support from Juniper or Juniper partners
- Reducing the time needed to integrate new Juniper products or releases into your fault management infrastructure
- Increasing your self-sufficiency by integrating Juniper troubleshooting expertise directly into the products
- Reducing the time needed by operations personnel to escalate issues to Juniper or Juniper partners
- Reducing the overall number of cases opened by taking preventive measures
- Reducing time and effort to qualify system changes such as new software versions and new features or platforms
- Reducing time spent in maintenance tasks such as inventory management, EOL/EOS analysis, and issue analysis to assess impact
- Flattening the “learning curve” for operations personnel when adding new Juniper products to your network

Juniper Care

Juniper Care combines service automation, traditional 24x7 support, e-Support, and e-learning. More than a simple break-fix service, Juniper Care meets network demands with technical and operational support designed to keep the network running reliably, providing you with a level of protection across your network investment that allows you to maximize your uptime and extract the most value out of the technology.

Juniper Care increases operational effectiveness and lowers operational costs through service automation. Juniper’s Service Now reduces the time for problem identification and diagnostics. This allows your staff and your customer’s staff to concentrate on running the business, not fixing the equipment.

Receive best-in-class, traditional 24x7 support, rated number one for Mission-Critical Hardware Support by the Technology Services Industry Association (TSIA) in 2008 and 2009. Take advantage of award-winning online support that is rated one of the 10 best Web support sites for an industry unprecedented five consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than two consecutive ASP awards! Whether you are looking to solve a technical problem or manage an administrative issue, your experience is self-guided and streamlined.

E-Learning deliver live, instructor-led online training, allowing you to get hands-on experience from the comfort of your own desk. You can access over 30 free web-based training modules on specific product hardware installation and implementation, get 24x7 access to the Fast Track portal with entry to core study material, and do self-assessment tests or self-study at your own pace—which is very convenient and saves time.

Juniper has also launched instructor-led online (ILO) training. If you want to attend training but can't travel, we have an option for you to do the full class, live with hands-on lab, from the comfort of your own desk. This is a great way to save travel expenses and maximize your productivity.

Table 1: Juniper Care Hardware Replacement Options

	CORE	CORE PLUS	NEXT-DAY SHIP	NEXT-DAY DELIVERY	NEXT-DAY ONSITE	SAME-DAY	SAME-DAY ONSITE
JTAC access	▪	▪	▪	▪	▪	▪	▪
Software releases	▪	▪	▪	▪	▪	▪	▪
Online tools	▪	▪	▪	▪	▪	▪	▪
Return-to-factory		▪					
Next business day parts shipment			▪				
Next business day parts delivery				▪	▪		
Same day parts delivery						▪	▪
Onsite technician					▪		▪

For additional information, please visit www.juniper.net/us/en/products-services/technical-services/juniper-care.

Juniper Care Plus

Juniper Care Plus keeps the network at optimum readiness by delivering a Service Manager, Junos Space Service Insight, Expert-To- Expert Access, Consulting Credits, and Training Credits.

The Juniper Service Manager is your single point of contact for all entitled services. The Service Manager delivers efficient resolution of service issues. It ensures that you are represented within Juniper and that your organizational or IT requirements are met.

Service Insight is a powerful service automation tool that provides proactive reports and establishes a platform for proactive services. It empowers you to make decisions based on network information and business intelligence. This automation platform does more than “automate.” It simplifies and reduces the learning curve in adopting Juniper products and future technologies.

According to an InfoPro wave study for the networking industry profile, having aging hardware, dealing with performance problems, and managing costs were among the top five concerns of network administrators. Service Insight alleviates these concerns by delivering capabilities such as automated End-of-Life (EOL) and End-of-Service (EOS) analysis; generating automated reports highlighting field- replaceable units (FRUs) that are EOL/EOS; and providing targeted analysis of which bug notifications from Juniper would impact the network and the recommended actions to address the concern. It preempts exposure to known issues, not just by identifying and resolving them, but by empowering you to anticipate problems and take proactive measures to avoid them.

In addition, Juniper Care Plus provides your engineers with direct access to the Juniper Expert-to-Expert team, ensuring the fastest route for time to resolution and providing you access to the deep technologists inside Juniper to deliver a superior service experience.

Juniper Care Plus provides you with a fixed number of consulting credits from Juniper Networks Advanced Services Consulting Engineers (ASCE). The ASCE delivers prescriptive recommendations and can also provide you with guidance for the Planning, Design/ Implement, and Operate phases of your network evolution—ensuring the success of your network upgrades, conversions, and migrations to Junos OS.

Educational Services provides you with access to knowledge transfer activities such as webcasts and a fixed number of Juniper Training Credits (JTCs) that can be used to gain access to instructor-led and e-Learning courses at Juniper Networks Education Centers, or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide. Dramatically reduce your learning curve and accelerate the skill set transfer. Learn new networking technology in days, not weeks, ensuring that new products are brought online quickly—minimizing business interruptions. For example, a Cisco engineer can be certified as a Juniper engineer in 25 hours; a CCNA can transition to a JNCIA, with three days of classroom training and a one-day certification attempt.

Complementary Options

Resident Engineer or Resident Consultant

Utilizing a dedicated Juniper Resident Engineer or Resident Consultant is a highly effective way to support and maximize the performance of your Juniper Networks products throughout their life cycle, as well as being a smart investment. Here are a few of the reasons to consider using either of these Juniper technical experts for your onsite mission-critical support.

Service Quality and Customer Satisfaction: Resident Engineers and Resident Consultants understand both Juniper technology and your own network and processes—for highly effective preventive maintenance; quick, efficient incident resolution; and optimizing the value of your network's performance.

Skills Transfer: Both of these resident experts assist your operations staff with hands-on technical issues, providing informal, on-the-job staff training as they deliver network support and improve your workforce's productivity.

Return on Investment (ROI): Resident Engineers and Resident Consultants help you minimize downtime and operational costs, avoid service-level agreement (SLA) penalties, and accelerate the deployment of advanced technology that supports new revenue-generating services.

Partnership: In addition to filling potential skill gaps within your organization, Resident Engineers and Resident Consultants provide a trusted channel of communication between your staff and Juniper Networks, and smooth escalation when necessary for effective incident resolution.

Your Juniper Resident Engineer or Resident Consultant offers deep organizational and process knowledge from working side by side with your staff, as well as specialized Juniper training and network design experience. Contact Juniper today to explore your organization's need for the highest level of expertise, responsiveness, and control. For additional information, please visit www.juniper.net/us/en/products-services/technical-services.

Focused Technical Support

Focused Technical Support provides support for high-priority issues that can be customized to meet your specific network needs. This service allows you access to a designated team of senior engineers with extensive experience and highly focused troubleshooting skills relevant to your network profile and operating requirements. With in-depth knowledge of your network, this team provides tailored support service, so that you can be confident that high-priority problems are handled with a sense of urgency and a high level of efficiency by a team that knows your network and its complexity.

The senior Juniper engineers work very closely with you to ensure that the Juniper engineers have a detailed understanding of your network architecture, design, and layout—even the applications on which your network runs.

Accelerate Time to Market and Time to Value with Juniper Technical Services

Juniper Technical Services protects the security, availability, and performance of your network—and more. Effective network support helps you bring revenue-generating capabilities online faster for bigger productivity gains, faster rollouts of new business models and ventures, greater market reach, and higher levels of customer satisfaction. When you work with Juniper specialists, your organization builds the operational excellence it needs to improve performance, reliability, and availability; to scale and adapt to new business requirements; to reduce operational costs; and to cut exposure to IT risks.

Flexible, configurable offerings ensure that you receive the right services for your network requirements, staff capabilities, uptime requirements, and budget.

Our goal is to help you become more agile and deploy resources faster, more efficiently, with greater reliability and less risk while reducing the complexity. An empowered workforce is a productive workforce that drives your focus on growth, not on network management. We enable you to realize more from your network.

Call your Juniper representative today to determine what Juniper Technical Services can do for your organization. For additional information, please visit www.juniper.net/us/en/products-services/technical-services.

Installation and Configuration Services

A Rapid, Confident Start for Your High-Performance, High-Value Network

Installation and Configuration Services allow you to:

- Accelerate readiness
- Accelerate deployment
- Accelerate user satisfaction

Enterprises and service providers are under tremendous pressure to keep their IT investments aligned with business requirements. Juniper Networks Installation and Configuration Services help you overcome the barriers to network creation and expansion, bring products into service faster, avoid start-up and installation errors, and introduce new services quickly and confidently for rapid returns on your network investments.

- Enterprises implement the high-performance, secure, responsive networks they need to capture new business opportunities.
- Service providers unlock unique capabilities and services that put them ahead of competitors.
- Public sector organizations can get their network up to speed quicker, saving costs.

Every organization can achieve maximum value from its network through the following improvements:

- Improved operations
- Controlled costs
- Accelerated market penetration and growth
- Managed IT risks

Network-based businesses race to capture customer attention, market share, and profit. Rapid, confident deployment and extension of network services are key to gaining competitive advantage and securing maximum value from network investments in minimum time.

Whether you are making the transition to Juniper infrastructure, adding Juniper Networks as an alternate vendor, or expanding an established base of Juniper solutions, you can count on Juniper Networks Installation and Configuration Services for a fast, confident start.

INSTALLATION AND CONFIGURATION SERVICES AT-A-GLANCE

- Basic Installation
- Engineer, Furnish, and Installation
- Site Survey
- Implementation Consulting
- SSL Quick Start Services
- Firewall Branch Office Quick Start Services
- WXC Series Quick Start Services
- UAC QuickStart
- Vendor Introduction Program (VIP)
- Juniper Enterprise Transition (JET)
- Configuration Service

Basic Installation

Basic Installation services help ensure that your equipment is installed quickly, efficiently, and reliably by experienced professionals who manage the process and interface with your project management team. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/startup/basic-installation/.

Engineering, Furnish, and Installation (EF&I)

The Engineering, Furnish, and Installation Service provides you with a customized installation package that assists you by managing your IT risks, and accelerates deployment of new services and applications. It helps to improve operational efficiencies and keeps your costs under control. This service can include facilities engineering, data and premise cabling, facility infrastructure, and furnishing of all necessary materials to install Juniper equipment at your location. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/startup/engineering-furnish-installation.

Implementation Consulting

The Implementation Consulting Service accelerates the deployment of your projects and optimizes your staff resources by using Juniper experts to define the best network implementation methodology based on industry best practices. We help ensure that your project is completed in a timely and efficient manner. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/startup/implementation-consulting.

Site Survey

Site Survey services reduce your ramp-up time, allowing you to get your network up and running quickly. Our experts deliver an accurate survey that meets your schedules and budgets and reduces the risk of error, assuring the accuracy of site data to facilitate your equipment installation. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/startup/site-survey.

SSL Quick Start

Designed for reduced risk and disruption during transition to your new Juniper Networks SA Series SSL VPN Appliances, SSL Quick Start includes onsite assistance with SSL deployment and configuration, knowledge transfer, and 15 calendar days of post-installation support. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/quickstart/ssl.

Firewall Branch Office Quick Start

Designed to help branch offices make a fast, smooth transition to a new firewall, this includes the services of a Juniper consultant to help deploy and configure the firewall, manage onsite knowledge transfer, as well as 15 calendar days of post-installation support. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/quickstart/firewall.

WXC Quick Start

Designed to provide expert assistance with deployment and configuration of the Juniper Networks WXC Series Application Acceleration Platforms, this includes onsite deployment and configuration assistance, knowledge transfer, and post-installation support. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/quickstart/wx-wxc.

UAC Quick Start

When instituting a new or upgraded access control system, it is critical to ensure that all rules and policies are appropriate and complete before going into production. With the UAC Quick Start service, Juniper experts assist with design, testing, and deployment of Juniper Networks Unified Access Control, supporting your staff and reducing the risk to your network. For more information, please visit www.juniper.net/us/en/products-services/install-configuration-services/quickstart/uac-quickstart.

Vendor Introduction Program (VIP)

The VIP is a non-disruptive, cost-effective way to add the technical capability, purchasing flexibility, and negotiating leverage of Juniper Networks to your networking vendor options. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/conversion/vendor.

The VIP bundles four services:

- **Onsite Training**—This hands-on training is for effective transfer of knowledge and transfer of skills related to Juniper Networks routers and technologies.
- **Migration Workshop**—Integration planning assistance simplifies the transition and mitigates risks from moving to a new vendor.
- **Lab Test and Pilot**—Get help planning and executing pilot and lab tests, with access to the industry-leading IP expertise of Juniper Networks.
- **Onsite Engineering**—This provides assistance with network turn-up, knowledge transfer, and help in selecting services that fit your needs.

Juniper Enterprise Transition (JET)

Transition services accelerate migration and minimize risk and cost for customers considering Juniper as a new or second vendor, or planning a significant migration from legacy products. JET combines design, planning, and deployment assistance for Juniper solutions, with technology and product education for key personnel. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/conversion/transition.

JET is scalable to customer requirements and includes the following deliverables.

Table 2: JET Deliverables

TRANSITION WORKSHOP	DESIGN REVIEW
Implementation Planning Assistance	Onsite Engineering
Knowledge Transfer for Workshop	Knowledge Transfer for Training

Configuration Service

Our Configuration Service helps you avoid errors and ensures optimum configurations for your Juniper Networks equipment. Detailed product knowledge, focused experience, and proven methodologies allow our networking and security experts to get your equipment properly configured quickly, efficiently, and reliably. This saves your staff time and money—they waste no time trying to determine how to configure, and there is also no need to troubleshoot errors after the fact. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services/config-services/configuration.

Accelerate Time to Value with Juniper Networks Installation and Configuration Services

Juniper Networks Installation and Configuration Services help you convert network investments into business value and competitive advantage—to capture new markets, roll out new services, or raise service levels of current offerings.

Select from Juniper's broad range of services for an offering that fits your new technology, the capabilities of your staff, and the urgency of your requirement. Call your Juniper representative today to determine what Juniper Networks Installation and Configuration Services can do for your organization. For additional information, please visit www.juniper.net/us/en/products-services/install-configuration-services.

CONSULTING SERVICES AT-A-GLANCE

- Security Assessment and Risk Mitigation
- Routing Policy Optimization
- Security Policy Optimization
- High-Level Design
- High-Level Design Review
- Low-Level Design
- Low-Level Design Review
- Low-Level Design Validation and Testing
- Implementation Planning
- Implementation Plan Review
- Strategic Network Consulting
- Proof-of-Concept Testing
- Product Issue Impact Review
- Firewall Migrations
- Router Migrations
- Firewall Configuration Conversions

Consulting Services

Expert Assistance to Accelerate Your Network's Value

- Accelerate Network Design
- Accelerate Deployment
- Accelerate Business Returns

Clients planning to build, extend, or upgrade their networks using Juniper infrastructure solutions can profit from the in-depth product knowledge and broad experience of our Juniper Networks Professional Services team. These highly trained, experienced professionals augment your team to keep your established network protected, up to date, performing at its best, and aligned with the goals of your organization.

Juniper Network Professional Services is uniquely qualified to help enterprises or service providers design, implement, and optimize their networks for confident operation and rapid returns on infrastructure investments. These professionals understand today's Internet demands and those that are just around the corner—for bandwidth efficiency, best-in-class security, solid reliability, and cost-effective scaling.

Juniper Networks Consulting Services follows a model designed around a time-to-value experience that delivers the greatest value from investments at every phase of the network life cycle.

In the early stages, a cross-functional team of Juniper experts works with your IT staff to prioritize business goals for productivity, revenue, market share, and user satisfaction. Together, we prepare a joint blueprint that aligns network and business goals.

Throughout the project, Juniper Network Professional Services provides IT staff with the tools, resources, expertise, and training needed to address requirements through the network life cycle—including tools to meet both the technical and interpersonal demands of a changing network and business environment.

As you continuously improve access to services, deploy new services, extend your user base, and adapt the network to changing environments and infrastructures, tools and training developed during the Juniper consulting engagement help maintain maximum rate of return from network investments throughout their life cycle.

Count on Juniper Networks Consulting Services to help you accelerate and sustain returns on your network investments. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services.

Security Assessment and Risk Mitigation

Juniper performs a router security assessment and introduces new security solutions matched to the network environment. Juniper's security experts analyze network design and configuration for security exposures, and create solutions appropriate for established security policies and procedures. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/assessment-analysis/security-assessment-risk-mitigation.

Routing Policy Optimization

Using the flexible Junos OS, Juniper can help you eliminate redundancy, organize policies by function, and simplify troubleshooting. Juniper recommendations optimize routing policy for large service provider networks and allow you to achieve maintenance efficiency and operational savings. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/assessment-analysis/routing-policy-optimization.

Security Policy Optimization

Your firewall security policy is the foundation for the security posture that your Juniper firewall provides. As you introduce new technology over time, the security policy can become bloated with out-of-date information, incorrect host or network definitions, and rules that no longer support the business you are trying to protect. Juniper's Security Policy Optimization service provides best-practice reviews and recommendations regarding your current firewall security policy to mitigate risk and maximize the value of your network investment. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/assessment-analysis/security-policy-optimization.

High-Level Design

Implementing a new network or security project starts with an evaluation of the requirements and a detailed rendering of the architecture to be used. The High-Level Design service optimizes your staff's time by using Juniper experts to define the topology, protocols, and equipment needed. Your staff can focus on managing the service or applications, secure in the knowledge that Juniper experts are focused on mapping the design to your needs. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/high-level-design.

High-Level Design Review

When your staff plans major network or security changes, many factors come into play. The High-Level Design Review service uses Juniper experts to review your plan to ensure that it takes into account the latest features, technologies, and techniques to meet your business and project goals. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/high-level-design-review.

Low-Level Design

Once the high-level design of a network is determined, the specifics need to be identified. The Low-Level Design service optimizes your resources by providing the right expertise to identify the optimal configuration and equipment necessary to make your network a reality. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/low-level-design/index.html.

Low-Level Design Review

When developing a network or security project, the devil is in the details—network addressing, routing topology, firewall rules, and policies. The Low-Level Design Review service brings you the expertise and experience of Juniper engineering teams to review the detailed network configuration developed by your staff. Besides reviewing the validity of the intended configurations, this service also highlights potential risks, and identifies areas for improvement based on best practices and our in-depth knowledge of networking and products. It is like having a friendly expert assisting your staff. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/low-level-design-review/index.html.

Implementation Planning

Ensuring that everything goes smoothly is a major challenge for any organization, whether you need to implement a new network, migrate, or make changes to an existing network. Juniper's Implementation Planning service is based on years of best practices and on experienced project management consultants who provide the necessary insight to ensure that your implementation meets your needs, on time and without disruption. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/implementation-planning/index.html.

Implementation Plan Review

Putting in place new network or security elements without disruption requires your staff to create detailed implementation plans. The Implementation Plan Review service provides an expert review of these plans. This review helps identify missing information, ensures optimization of project resources, and reduces risk during the implementation phase. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/design-planning/implementation-plan-review/index.html.

Proof-of-Concept Testing

The Juniper Networks Proof-of-Concept service enables you to leverage Juniper expertise in Juniper Networks products and design and testing to help verify and validate key elements of a preliminary or conceptual solution. This reduces deployment risks by highlighting potential technical issues and limitations at an early stage.

Low-Level Design Validation and Testing

The Juniper Networks Low-Level Design Validation Testing enables you to validate and confirm in a lab environment the low-level design developed for you by Juniper Professional Services, before implementing it in your production network. Validating complex design principles, features, and functionalities at an early stage reduces the risk of deployment and operational issues and therefore results in more efficient network operation and a better ROI.

Product Issue Impact Review

The Juniper Networks Product Issue Impact Review Service provides an in-depth analysis of software defects found in the field that match your network profile. For the relevant software defects identified, an assessment is made with regards to the level of the impact to your network and a potential solution or workaround to address the issue. This service helps you assess what potential risk the software defects might have not only on your existing network, but also on any new network you might be planning.

Strategic Network Consulting

The Strategic Network Consulting service enables you to have access to experienced and highly skilled Juniper consultants to assist you in determining a strategy for your network architecture and a plan to translate such a strategy into a real solution. It is aimed at understanding your business needs, determining the impact of the changes on your existing network infrastructure, and providing architectural guidance and recommendations on how to ensure the network changes in a controlled manner.

Firewall Migrations

Migrating to a new Juniper Networks firewall solution is a smart decision to safeguard the security of your customers, your organization, and your competitive advantage. For a rapid, smooth migration, it is critical for your team to understand the nuances of both your current and new firewall products. You must also be prepared to quickly and confidently address typical conversion challenges created by interpretation errors, human errors, and zone-based versus single-zone policies. The Firewall Migrations service

combines experienced consultants, proven processes, and tested technologies to reduce risk and accelerate migration to your new Juniper firewall. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/project-implementation/firewall-migrations.

Router Migrations

The Router Migrations service is a comprehensive offering designed to facilitate the removal of legacy edge routers. It is available in standard (replacement) or advanced (migration plus configuration) service configurations. The three-phase router migration/upgrade to Juniper Networks routing platform infrastructure includes:

Phase 1: Collection and analysis of migration requirements and assistance with any network engineering that is required

Phase 2: Creation of a custom process to convert legacy device configuration into ERX router configuration; adaptation to operational requirements; and production, testing, and client approval of the complete migration process

Phase 3: Actual migration of the production network

Juniper Networks E Series Broadband Services Routers migration is available in standard (replacement) or advanced (migration plus configuration) service configurations.

For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/project-implementation/router-migrations.

Firewall Configuration Conversions

Enabling a singular firewall device conversion while maintaining the integrity and security of your organization's data is equally important as implementing a complex, network-wide firewall migration. Juniper Networks Firewall Configuration Conversion Service offers a standard one-to-one device conversion of legacy firewall configurations to Juniper Networks SRX Series Services Gateways or ScreenOS® Software configurations at a fixed price. The service includes remote conversion capabilities for your customers or organization, as well as post-cutover engineering support. Providing a standardized service mitigates your customer's investment cost for such a conversion process and de-risks the conversion effort by utilizing Juniper's subject matter experts and proven technologies. The Firewall Configuration Conversion Service reduces the complexity of the conversion while lowering your total cost of ownership (TCO) in the process, at the same time providing a faster time to deployment of your new firewall configuration while maintaining your competitive advantage.

For additional information, please visit www.juniper.net/us/en/products-services/consulting-services/project-implementation/router-migrations.

Accelerate Time to Value with Juniper Networks Consulting Services

Whether your organization is building a new network, expanding the performance and services of an established network, or exploring alternative suppliers for high-performance network infrastructure, Juniper Networks Consulting Services has offerings to fit your team, your network, and your business. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services.

Contact Juniper Networks Consulting Services or your local Juniper Networks Authorized Partner to discuss your requirements and collaborate on a detailed statement of work.

Juniper Networks Consulting Services accelerates your network's time to value, bringing revenue-generating capabilities online faster for bigger productivity gains, faster rollouts of new business models and ventures, greater market reach, and higher levels of customer satisfaction. Your onsite staff works closely with Juniper specialists, building operational capabilities and reducing exposure to IT risks. For additional information, please visit www.juniper.net/us/en/products-services/consulting-services.

- Technical Training
- Certification
- Prescriptive Training
- Academic Alliance

Education Services

Improved Productivity and Self-Sufficiency for Your Technical Staff

Trained staff members are better able to deploy, administer, and upgrade networking solutions and get the most from their Juniper Networks technology investments. By training with Juniper Networks Education Services you can:

- Deploy and optimize new network technologies rapidly
- Reduce costs and delays in network maintenance and troubleshooting
- Recruit and retain motivated, top-performing expert staff

Technical Training

Education Services' Junos OS-based and product-specific courseware trains enterprise, service provider, and security networking professionals to install, configure, operate, and upgrade Juniper Networks products. Developed by learning professionals in conjunction with Juniper subject matter experts, and taught by experienced and certified instructors, our courses teach your teams relevant real-world skills that have an immediate impact on their productivity and effectiveness. Courses cover Juniper routing, switching, security, and application acceleration solutions all the way from networking fundamentals through optimization of IP infrastructure—including advanced topics in Juniper's groundbreaking Junos OS. Every course helps build a solid foundation of expertise to improve operational effectiveness, accelerates the value of your network investments, and delivers the knowledge and skills your team needs to keep up with the latest applications of network technology.

Courseware can be accessed at Juniper Networks global network of education centers and labs, and Authorized Education Partners. Classes are also available for delivery at your own facility and can be tailored to your unique networking environment. We also offer web-based training through our Instructor-Led Online (ILO) training environment that combines live instructor-led sessions with hands-on labs, allowing you to forego the costs and the downtime associated with staff travel. Installation and initial configuration eLearning courses are available online at no charge.

Technical Certification

The Juniper Networks Certification Program (JNCP) reflects career opportunities and job roles in networking, aligned with industry usage of Juniper Networks' portfolio of products and solutions. The program consists of a comprehensive curriculum, challenging written and performance-based exams, and industry-recognized credentials.

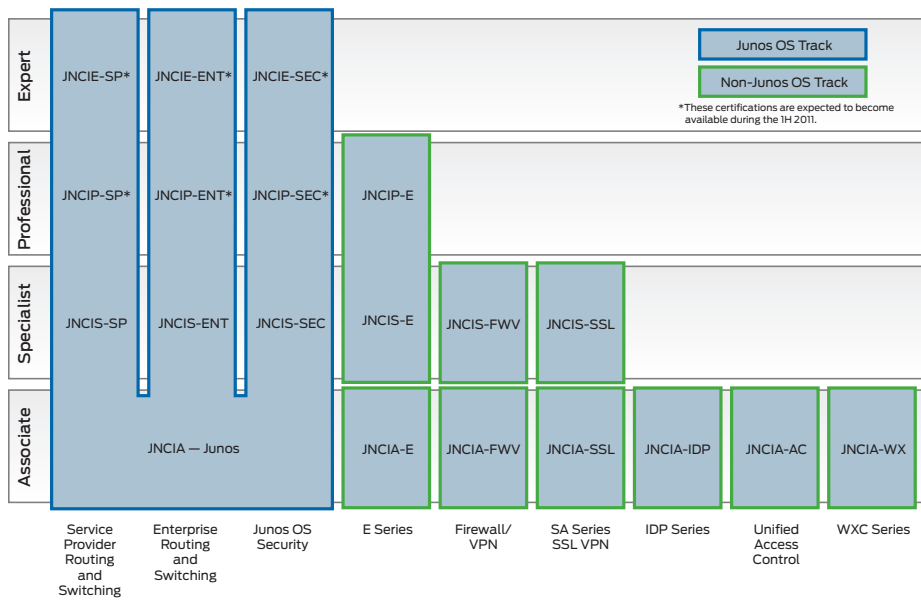
The JNCP framework is multi-tiered, offering candidates the opportunity to progress from Associate through Expert. Each level of the program is supported by rigorously developed and challenging exams that validate the candidate's skills and knowledge.

Candidates who achieve certified status receive increasing benefits as they progress through the program tiers. And when candidates become certified, they join a community of like-minded professionals prepared to tackle the technical challenges and opportunities of the New Network. To learn more about the JNCP, visit www.juniper.net/certification.

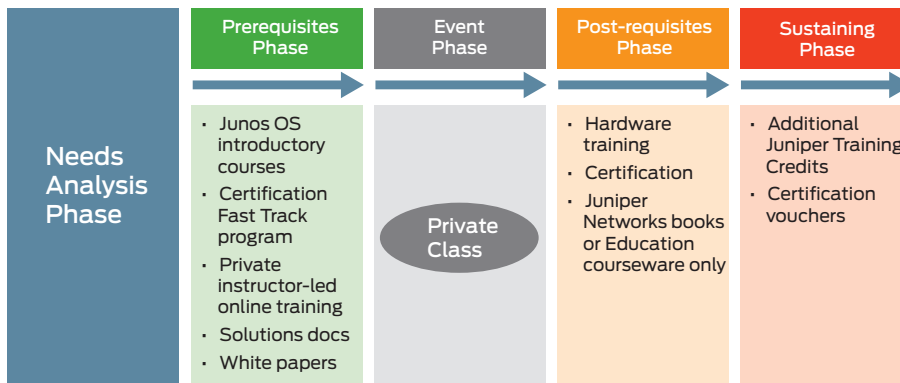
Prescriptive Training

Prescriptive Training is Juniper Networks Education Services' unique method of delivering a comprehensive learning program to ensure IT teams have the skills they need to derive the highest performance from their Juniper Networks solutions. Prescriptive Training improves on the traditional private or custom training class model with the incorporation of prerequisite and post-requisite training, certification, and sustaining components. This develops an end-to-end training solution that delivers effective knowledge transfer and skills growth.

Table 3: Juniper Networks Certification Program at a Glance



By addressing before-class and after-class phases of the learning engagement, students are prepared to learn more during the private session and retain more of the skills learned after the class. Prescriptive Training provides the information students need to succeed, challenges them to demonstrate their skills via certification, and ensures that skills are maintained with continued learning. The Prescriptive Training methodology is shown in the following table.



To learn more about Prescriptive Training or to get started on your training program, visit www.juniper.net/prescriptive.

Juniper Networks Academic Alliance

The Juniper Networks Academic Alliance (JNAA) program is our exciting, multi-tiered approach to bringing Juniper technology to the classroom. Specifically designed for colleges and universities, the program is composed of two tiers.

The first tier—the Juniper Technical Training Institutes such as accredited colleges, vocational, and undergraduate learning institutions—focuses on delivery of enterprise networking technical skills around administration, operation, and support of Juniper products. Our second tier, the Research and Application Development program, is made up of university undergraduate and graduate-level studies that combine the creativity of a programmer using our SDK kits, with opportunities to conceptualize, and be rewarded for creating new and innovative applications within the powerful Junos OS infrastructure. In this tier Juniper has a unique proposition to universities with students who choose to accept the challenge to “Create the New Network.”

To learn more about the Juniper Networks Academic Alliance, visit www.juniper.net/academicalliance.

Invest in Productivity with Juniper Networks Education Services

When your IT staff members are properly trained, they are more efficient in their administration of networking technologies and better able to exploit the full feature set of their Juniper Networks solutions. When you train with Juniper Networks Education Services, you benefit from our comprehensive curriculum, certified instructors, robust systems and infrastructure, and world-class certification program. For additional information, please visit www.juniper.net/training.

Juniper Networks Service and Support Accelerates Your Time to Value

Juniper Networks Customer Service helps you make the most of your investments in high-performance networks—to optimize their flexibility, scale, and performance. Organizations count on Juniper to improve operations, streamline networks for efficient operations, extend their reach, and build application and service availability. Juniper services help organizations keep their operational costs under control, including administrative costs of installation, provisioning, management, and maintenance—as well as the continuing costs of staffing, training, and customer service. Juniper helps organizations grow and prosper from rapid introduction and scale-up of innovative services—managing risks by protecting networks from internal and external threats, building a solid foundation for business and service continuity, and assuring compliance with IT policies and legal and regulatory obligations.

Juniper Partner Service Specialist

Juniper Networks values its Juniper partner community. To continue our focus on building a deliberate dependence on our partners' service capabilities, Juniper has developed the Juniper Partner Service Specialization architecture—a program designed to recognize and reward our qualified Juniper partners for the life cycle management services they offer to our customers. Juniper Partner Service Specialization offerings provide an enabling methodology that not only helps Juniper partners increase revenue, profits, and customer satisfaction, but also embraces our qualified Juniper partners as an integral part of the Juniper Networks value chain.

With our Juniper Partner Service Specialization portfolio, Juniper partners have the tools they need to optimize their service practices to more efficiently and profitably deliver a wide range of services attached to Juniper products and solutions. Our goal is to ensure that the Juniper Networks solutions that Juniper partners implement for our customers are successful, scalable, and provide our partners with the opportunity to generate predictable and recurring revenue streams.

Juniper Operate Specialist

The Juniper Operate Specialists program gives Juniper partners the opportunity to sell their own brand of maintenance service to end customers. Juniper partners have maximum flexibility to maintain service relationships with end customers for level 1 and level 2 technical support—while relying on Juniper Networks for level 3 technical support, parts inventory, and delivery. As a recognized Juniper Partner Operate Specialist, you can provide your customers with a single-source problem resolution process, while taking advantage of the benefits of Juniper's service organization and infrastructure to augment your support capabilities. The program provides real-world technical troubleshooting techniques and resolution and escalation guides.

- It offers access to Juniper knowledge and tools to reduce “time to resolution.”
- It allows Juniper partners to leverage Juniper's technical expertise and strengthen customer relationships.

Our Juniper Partner Operate Specialists also have exclusive access to our Juniper Partner Technical Services enabled by Service Now.

Juniper partner customers can count on a rapid response to keep their networks at peak performance and ready for all business opportunities. They can rely on Juniper partner expertise to maintain the security and availability of their networks and leverage performance-focused, high-touch services to extract maximum value from their optimized networks. For additional information, please visit www.juniper.net/partners/partner_center/common/customer_service.

For more information on the Juniper Partner Operate Specialist, please visit www.juniper.net/us/en/partners/service-support/#operation-specialization.

Juniper Implement Specialist

The Implement Specialization is a program that has been designed to recognize and reward our Juniper partners for the life cycle management services they offer to end customers.

- Reduces deployment time for Juniper products by leveraging Juniper partner-designed guides
- Allows Juniper partners to accurately deploy Juniper products “the first time every time” for their customers
- Provides a way to ensure consistency and standardization of installations

For additional information, please visit www.juniper.net/us/en/partners/service-support/#implementation-specialization.

Juniper Design Specialist

The Juniper Design Specialist program offers the industry’s best practices to assist Juniper partners in the planning, configuration, and design of high-performance networks so that they can optimize their customers’ network infrastructures.

- Provides network design assistance based on industry best practices to help support data collection and analysis; and incorporate results, findings, and recommendations into final design drawings and presentations
- Offers security architecture and design techniques that produce a comprehensive technical output
- Ensures a successful delivery for Juniper partner customers with design review and verification processes

For additional information, please visit www.juniper.net/us/en/partners/service-support/#design-specialization.

Juniper Service Specialist Additional Information

If you are a Juniper partner and want to learn more about the service specialization opportunities, please contact your regional channel account manager and visit www.juniper.net/us/en/partners/service-support.

If you are an end user customer of Juniper Networks, and want to locate a local Juniper Partner Service Specialist in your area to assist with your service needs, please visit our Partner Locator at: www.juniper.net/us/en/partners/locator.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC Headquarters

Juniper Networks (Hong Kong)
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
Airside Business Park
Swords, County Dublin, Ireland
Phone: 35.31.8903.600
EMEA Sales: 00800.4586.4737
Fax: 35.31.8903.601

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