

JUNIPER NETWORKS NEW FEDERAL CUSTOMER ONBOARDING SERVICE DATASHEET

Service Overview

Deploying a new technology solution is a major decision and investment. If a new network implementation is not strategically planned and appropriately supported, and your staff not thoroughly trained; your organization might not derive maximum value from the network quickly enough. This can compromise your return on investment and increase network costs.

Juniper Networks New [Federal Customer](#) Onboarding service streamlines the deployment of Juniper equipment for new federal customers planning a significant migration to Junos-based products such as the SRX Series, EX Series, QFX Series, ACX Series, MX Series, PTX Series, or any combination of these products.

Service Description

Juniper Networks® New Customer Federal Onboarding helps accelerate the technology transition for federal organizations that are considering Juniper as a chosen vendor and planning a significant migration to Juniper Networks Junos® OS-based products such as the Juniper Networks [SRX Series](#) Firewalls, [EX Series](#) Switches, [QFX Series](#) Switches, [ACX Series](#) Universal Metro Routers, [MX Series](#) Universal Routers, or [PTX Series](#) Routers. New Customer Federal Onboarding delivers a set of prescribed services—training, network transition services, and personalized support specifically targeted to federal customers—to ensure a smooth and efficient implementation of your network powered by Juniper. Depending on the New Federal Customer Onboarding package selected, you can have your new network up and running within 60 to 90 days from start to finish. Throughout the onboarding process, Juniper can assess and provide recommendations on your post-onboarding support needs.

Availability

New Federal Customer Onboarding is available worldwide to:

- Federal customers that are new to Junos operating system.
- Federal customers that need to integrate Juniper products into other areas of their business, such as edge, core or data center, where they currently have no Juniper experience or expertise.

New Federal Customer Onboarding Service Elements

Scalable to your unique requirements, New Federal Customer Onboarding offers design, deployment, and operational assistance in addition to technology and product education for your key personnel. This special combination of services and support is available in two different packages—Junos Experience I and Junos Experience II.

Table 1: Two onboarding service packages for new Federal customers

Support Element	Junos Experience 1	Junos Experience II
Training and certification	All Access Passes for 2 individuals for 1 year	All Access Passes for 2 individuals for 1 year
Network transition services	Up to 6 days of remote support	Up to 10 days of onsite and 5 days of remote support
Introduction to Juniper Networks Technical Assistance Center (JTAC)	JTAC review and best practices for case and escalation management	JTAC review and best practices for case and escalation management
Service coordination	60 days	90 days

Features and Benefits

Training and Certification

The Juniper All-Access Training Pass helps federal customers improve skills and achieve business objectives by providing access to world-class training, including every Juniper-facilitated course, our entire catalog of on-demand courses, and JNCIE self-study bundles. The All-Access Training Pass makes our training courses available to named individuals across your organization for an entire year. An All-Access Training Pass offers the flexibility that learners need to achieve their business objectives at their own pace through knowledge and skills transformation. By providing access to world-class Juniper training content on demand, Juniper's All-Access Training Pass lets users choose the training format that best meets their individual learning needs and preferences.

Network Transition Services

This service component is focused on ensuring a smooth transition to Juniper products with a Professional Services consultant whose role is to review your network requirements, set expectations, discuss best practices for implementing your Juniper solution, and review a high-level design and transition plan.

For Juniper Experience I and based on equipment purchased, the following services might apply:

- Design review and transition planning
- Implementation planning review
- Configuration/conversion services
- Remote cutover and migration assistance

For Juniper Experience II and based on equipment purchased, the following services might apply:

- Design review and transition planning
- Implementation Planning Review
- Configuration/conversion services
- Onsite cutover and migration assistance
- Knowledge transfer workshop

Network transition services are for Junos-based products.

Introduction to the Juniper Networks Technical Assistance Center (JTAC)

Introduction to JTAC includes a review of the Juniper technical support processes and procedures as highlighted in the JTAC User Guide as well as a review of the roles and responsibilities of Juniper account managers, systems engineers, and JTAC personnel.

This introduction ensures that support procedures are understood, frequently asked questions answered, and links to resources, self-help tools, and documentation are provided.

Service Coordination

Throughout the course of your New Customer Federal Onboarding engagement, your service coordinator is your advocate and primary Juniper point of contact to coordinate all customer service and support-related operational activities and to oversee the delivery of all New Federal Customer Onboarding services. This support is available Monday through Friday during standard local business hours.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that accelerate, extend, and optimize your

high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit <http://www.juniper.net/us/en/products-services>.

Ordering Information

Juniper New Federal Customer Onboarding is available for Federal customers worldwide. For more details, please contact your Juniper field sales manager.

Model number	Service package
PRO-NFEDCOB-I	New Federal Customer Onboarding Junos Experience I
PRO-NFEDCOB-II	New Federal Customer Onboarding Junos Experience II

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our [solutions](#) deliver industry-leading insight, [automation](#), [security](#) and [AI](#) to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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