HPE Juniper networking

Data sheet

Juniper AI Care services portfolio

HPE

Services description

Services overview

The Juniper AI Care services portfolio for Juniper wireless access, wired access, and SD-WAN solutions helps you get the most out of your network—now and into the future. We combined our experts' deep industry experience and knowledge into the industry's first services offering to harness the power of AIOps over the entire customer lifecycle—from deployment to adoption to ongoing operations and future growth.

With the sheer volume of data traffic from digital applications, services, and content, smooth network operations are more critical than ever to ensure the seamless flow of information across organizations and, often, across the globe. At HPE, we are leading the transformation of network operations with Mist, HPE AI-native networking platform—trained with the right data, delivering the right results in real time, and built on the right infrastructure with the right security to deliver the outstanding experiences your users expect.

Juniper AI Care services offer the industry's first service portfolio that helps ensure a true AI-native networking experience over the entire customer network lifecycle—from deployment to ongoing operations to future growth. Moving from the industry's usual reactive support to a proactive, all-encompassing approach, this portfolio leverages AI-native insights and deep technical expertise to help your business not just meet but surpass service level expectations.

Harnessing the power of the Marvis AI engine, our experts monitor your network's health to anticipate, identify, and resolve concerns before they impact your business, helping ease deployment and simplify ongoing operations. These single points of contact actively tailor services to your needs and help bring new features to your network, keeping you ahead of the curve. With three tiers of AI Care available, you receive guidance to match your needs at every stage of your HPE Juniper Networking campus and branch solution's lifecycle.

Juniper AI Care: Leverage AI-native insights to proactively and quickly identify and resolve network issues, ultimately improving uptime and end-user satisfaction. It enhances your Juniper Assurance subscription(s) with round-the-clock technical support from our Juniper Technical Assistance Center (JTAC), including scheduled deployment-specific onboarding support. Through Juniper Support Insights (JSI), as well as Marvis AI Assistant and Juniper Premium Analytics with purchased subscriptions, enjoy proactive insights about your network to help inform decision-making.

Juniper AI Advanced Care: When added to Juniper AI Care, this AI-native service experience is personalized to your HPE Juniper Networking campus and branch solution via design reviews and technical consultations. A single-point-of-contact technical liaison provides high-touch operational assistance and technical consultation, as well as technical guidance for implementing our campus and branch solutions and adopting new feature releases. This level of service includes onboarding support with design review, two one-year individual All Access Training passes, and knowledge transfer.

Juniper AI Ultimate Care: Our highest tier includes all the benefits of Juniper AI Advanced Care, plus more. Utilizing HPE powerful AI for network operations capabilities to maximize ROI, it is suited for organizations that have or plan to have multiple HPE technologies or solutions in the network with Juniper Assurance. Tightly aligned with your network needs and business objectives, AI Ultimate Care provides comprehensive lifecycle support—from complete rollout assistance with AI Accelerate to proactive health checks that ensure ongoing network optimization.

For personalized, proactive service and account management, AI Ultimate Care offers a service advocate as a single point of contact to address all issues and entitlements and to conduct regular business review meetings, helping you stay ahead of the curve on our AI innovations and build long-term success.

Three levels of onboarding, operational, and technical assistance

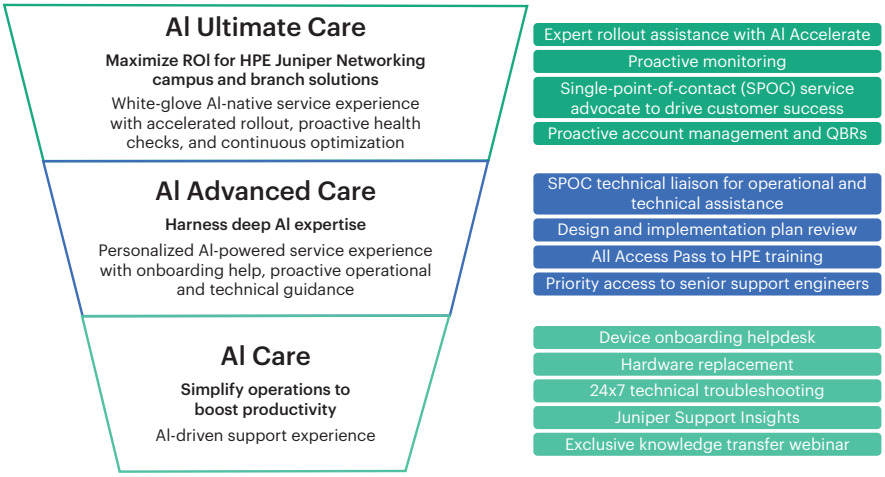

Figure 1. The Juniper AI Care services portfolio has three options: AI Care, AI Advanced Care, and AI Ultimate Care

Features	Package type	Description	Benefit
24x7 technical support	AI Care	— Access to 24x7 Technical Assistance Center — Diagnoses system problems, configures, troubleshoots, and provides workaround solutions quickly and efficiently — Software updates and upgrades	— Protects Juniper wired, wireless, and SD-WAN investment — Provides round-the-clock technical troubleshooting
Onboarding support	AI Care	Access to device onboarding assistance to provide guidance and troubleshoot all onboarding issues	Ensures proactive guidance and seamless experience while bringing up new devices
Juniper Support Insights (JSI)	AI Care	Reports and dashboards for installed base, contract status, license information, proactive bug notifications (PBN), and security incident response team (SIRT)	Provides actionable operational health and lifecycle insights to improve network availability and planning
Escalation management desk (24x7)	AI Advanced and AI Ultimate	24x7 remote team access with dedicated phone number to facilitate all cases escalations and regular updates.	Handles escalations efficiently to keep the network running smoothly
Onboarding assistance	AI Advanced and AI Ultimate	New customer onboarding assistance with: — Information about the service deliverables and accessing them, including user account setup, case opening process and guidelines, license activation, and key contacts — Juniper Assurance services, Premium Analytics, and Marvis, if customer has subscriptions — Device provisioning, Juniper cloud services technical documentation, and webinar links — Escalation and Return Materials Authorization processes	Reduces Juniper Mist learning curve and accelerates time to value

Features	Package type	Description	Benefit
Customized reports	AI Advanced and AI Ultimate	— Premium Analytics reports (if customer has subscription): network utilization reports, device health, service level experience (SLE) reports* — Installed base and entitlement reports — Product EOL information — Case history volume trends — Return Materials Authorization report showing trends by status, product line, and case volumes	Enables faster, more accurate decision-making for your HPE Juniper Networking campus and branch solution
Best practice knowledge transfer	AI Advanced and AI Ultimate	Quarterly interactive webinar to share best practices and use cases with customers	Ensures new knowledge acquisition to help maintain a highly available network
Technical liaison	AI Advanced and AI Ultimate	A named technical advisor provides remote support during regular business hours and proactively manages customer experience by: — Helping with case progression and RMAs and acting as liaison to HPE teams — Offering proactive notification for relevant technical support bulletins, bugs, and security advisories — Software release guidance — Informal knowledge transfer Q&A for products; guidance on service deliverables	— Helps you realize the full potential of your campus and branch solution with proactive, AI-native insights — Assists you in keeping your campus and branch solution running efficiently and effectively — Addresses and resolves issues before they impact the business
All-Access Training Pass	AI Advanced and AI Ultimate	One year of access to HPE-facilitated instructor-led courses, on-demand courses, and JNCIE self-study bundles for two named individuals from customer's account	Provides access to HPE-specific guidance and expertise
Design review	AI Advanced and AI Ultimate	Review of design or implementation plans once per quarter	Assures confident adoption of new features
Rollout assistance	AI Ultimate	Three months of Juniper AI Accelerate Service during the first year that covers design assistance, deployment and cutover assistance, and seamless scaled rollout for wider deployments	Accelerates time to value with expert assistance through Day 0 and Day 1 activities
Proactive health check	AI Ultimate	Technical liaison conducts proactive monitoring of Juniper cloud services dashboards and SLEs to identify issues and assist in expedited resolution	— Provides guidance with Marvis AI to increase operations efficiency and productivity — Focuses on optimizing user experience and network performance with proactive rather than reactive efforts
Service advocate	AI Ultimate	Assigned single point of contact assures customer's service experience by providing proactive account and escalation management for all service issues and entitlements during regular business hours and by leading quarterly business review meetings	Accelerates and maximizes your investment in Juniper wired, wireless, and SD-WAN solutions

* Included only under those levels

Ordering information

Juniper AI Care services are available for 12-, 36-, or 60-month terms.

Juniper AI Care services can be ordered as bundled SKUs on the HPE Juniper Networking Price List.

For details, please contact your local HPE authorized partner, HPE Account Manager, or your assigned HPE Services Business Manager.

About HPE

HPE is a leader in essential enterprise technology, bringing together the power of AI, cloud, and networking to help organizations achieve more. As pioneers of possibility, our innovation and expertise advance the way people live and work. We empower our customers across industries to optimize operational performance, transform data into foresight, and maximize their impact. Unlock your boldest ambitions, with HPE. Discover more at HPE.com.

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