



Service Overview

The Government Advanced Care service is a cost-effective, value-based offering that allows government organizations with networks that contain sensitive and classified information to work directly with Juniper security clearance-eligible technical support engineers. It also provides access to secure case and file management systems and U.S.-based, U.S. citizen-staffed support resources to quickly and securely resolve network issues.

GOVERNMENT ADVANCED CARE SERVICE DATASHEET

Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® Government Advanced Care service is tailored to address the needs of government organizations by providing access to U.S.-based support and technical teams staffed by U.S. citizens, a Federal Risk and Authorization Management Program (FedRAMP)-certified cloud-based case management system (CRM), and a secure file management system.

Additional value-added features include enhanced support response time, onboarding assistance, best-practice knowledge transfer, and periodic customized reports, all available to enhance networking expertise, proactively identify and prevent problems, and reduce administrative loads.

Features and Benefits

Features	Description	Benefits
Government Customer Care (G-CCare)	24x7x365 access to a team of U.S. citizen resources via a dedicated toll-free number to facilitate all your inquiries and escalations	Ensures that your issues are handled and resolved in an efficient manner
Onboarding assistance	Guidelines and processes telling you how to best access Juniper resources	Collapses the learning curve, accelerating and enhancing your engagement with Juniper
Government network support team	24x7x365 access to a U.S.-based technical support engineer eligible to apply for security clearance to troubleshoot, resolve, or provide a workaround for reported issues and be the case owner throughout the case management life cycle	Delivers a comprehensive range of support tailored to meet specific government regulation requirements
Secure case management system	FedRAMP-certified cloud solution for case management	Ensure sensitive data is handled in secured environment
Secure file management system	Case-relevant data from Juniper devices uploaded to secure file server by Juniper authorized resources	Ensures sensitive network data is shared using a secured file system
Customized reports	Periodic reports customized for your network such as product installed base, End-of-Life (EOL), and Return Material Authorization (RMA) cases, as well as product bug information	Provides proactive data delivery to preempt problems before they occur
Best-practice knowledge transfer	A quarterly interactive webinar that shares best practices and use cases	Helps you acquire knowledge to keep the network running at an optimal state
Enhanced support response time	Priority 1 and 2 cases: 30 minutes Priority 3 and 4 cases: 4 hours	Accelerates case closures and increases network uptime, keeping end users productive

Ordering Information

Juniper Care service is a prerequisite for the Juniper Government Advanced Care service.

The Juniper Government Advanced Care contract has a minimum annual term of twelve (12) months.

For eligible products and additional details, please contact your local Juniper authorized partner, Juniper Networks Account Manager, or your assigned Juniper Services Business Manager.

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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