



GOVERNMENT PREMIUM CARE SERVICE DATASHEET

Service Overview

Government Premium Care is a high-touch personalized service that provides the most comprehensive end-to-end U.S.-based, U.S citizen-delivered support experience with direct access to security-cleared technical support engineers, secure case and file management systems, and service and support management staff to ensure quick issues resolution and proactive management of your network. We are dedicated to your success and provide the expertise you need when you need it.

Service Description

The Juniper Networks® Government Premium Care service is designed for government organizations with networks that contain highly sensitive data and are required to meet additional security measures based on different classification levels. The service provides direct access to a team of U.S.-based, U.S. citizen security-cleared technical support engineers, a designated U.S.-based, U.S. citizen Juniper service manager for all service-related issues, and secure case and file management systems in order to meet the government's stringent security and data regulations.

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, reduce administration, and enhance network life-cycle management experience.

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, keeping your network running smoothly
Onboarding assistance	Service manager located in the U.S. to connect you with service deliverables and appropriate resources within Juniper	Collapses the learning curve and accelerates your engagement with Juniper
Security-cleared technical support service	8x5 access to support engineers with appropriate security clearances, assigned as case owners for the duration of the project	Ensures data protection as cases are handled by resources with an appropriate security clearance
Government network support team	24x7x365 access to a U.S.-based technical support engineer eligible for security clearance	Delivers a comprehensive range of support tailored to meet specific government regulation requirements
Secure case management system	Access to a Federal Risk and Authorization Management Program (FedRAMP) certified cloud solution for case management; if required, a separate case management system can be made available in an appropriate secure location	Ensures appropriate level of security controls and separation to handle case management data
Secure file upload and software download management system	Access to secure file upload and software download file servers located in an appropriate, secure location	Protects data by using secure file systems over a secure network
Service manager	8x5 access to a U.S.-based named contact who is a U.S. citizen for proactive network support and services management	Provides a dedicated advocate and single point of contact to manage all service-related issues
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 to share 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 Premium Care service.

The Juniper Government Premium 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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