

24x7 Incident and Escalation Manager Service

Service Overview

Services that include a service manager—such as Juniper Optimum Care and Juniper Care Plus—give you access to all the benefits of the service manager during normal business hours. This optional service gives you coverage during nonbusiness hours for the Incident and Escalation management portion of the Service Manager's responsibilities. This is ideal for customers who need extra help with off-hour escalation of incidents and cases.

Service Description

Several Juniper service offerings such as Juniper Care Plus include a service manager. The service manager has many responsibilities, including being your primary point of contact when you need extra help with incident management and escalations of Juniper Networks® Technical Assistance Center (JTAC) cases. The service manager, however, is only available during normal business hours. If your company depends heavily on having zero downtime for the network, then consider extending the hours for Incident and Escalation management to 7x24 coverage. This service extends the availability of your existing service manager service for P1/P2 cases. Please note that this offering is available only if you have an active contract for a service that includes a service manager such as: Juniper Care Plus, Juniper Optimum Care, and Advanced Customer Service (delivered through partners direct).

Features and Benefits

This service extends the coverage period under the existing Juniper Care Plus and Juniper Optimum Care support offerings (normal business hours of 8x5) by providing an Incident and Escalation manager for P1/P2 cases during:

- Evening and night time during business week
- Weekend and holidays
- Maintenance windows which do not take place during normal business hours

Reporting for this service is covered under the normal Service Business Review (SBR) or Quarterly Business Review (QBR) process and handled by your service manager during normal business hours.

Features and Benefits

Model Number	Description
SVC-24X7IE-BND-1	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 0 or band 1
SVC-24X7IE-BND-2	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 2
SVC-24X7IE-BND-3	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 3
SVC-24X7IE-BND-4	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 4
SVC-24X7IE-BND-5	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 5
SVC-24X7IE-BND-6	Incident and Escalation management add-on for customers who have Juniper Care Plus or Juniper Optimum Care with a network size corresponding to band 6

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.

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