SD-WAN REMOTE MANAGED SERVICE DATASHEET

Service Overview

Today's competitive and crowded service provider environment places extreme requirements on your network staff. They need to keep your customer networks at peak performance 24x7, but your organization may not currently have the appropriate staff, skill set, resources, and tools to do that. Juniper's Network Operations Center (NOC) has the staffing, expertise, resources, and tools to effectively monitor and manage your customers' Session Smart SD-WAN solution and related devices and software, freeing up your valuable IT resources for other more important tasks.

Service Description

Network monitoring and management may be difficult and expensive, but they are also critical for the operation of your company's core revenue-generating activities. Juniper Networks® SD-WAN Remote Managed Service allows you to outsource your SD-WAN network operations to Juniper's highly skilled and trained Network Operations Center (NOC) specialists. With the SD-WAN Remote Managed Service, you can:

- Build your brand and market share by white labeling the service under your name
- Realize quick time to market and time to value
- Free up scarce and expensive IT resources by letting Juniper handle the day-to-day network operations
- Transition the service to your staff when you are ready
- Leverage available network co-management and secure web portal access
- Reduce OPEX via automated troubleshooting ticketing and case management
- Provide a holistic solution with multi-vendor management
- Enable better decision making with strategic reporting and recommendations

Monitoring and Management

Outsource the day-to-day SD-WAN network operation burden to Juniper's NOC. The service delivers 24x7x365 remote monitoring and management of the Session Smart Networking solution, which includes the CPE, the Juniper Session Smart Conductor, and the Juniper Session Smart software.

Co-Management of Devices

With the SD-WAN Remote Managed Service, Juniper technical experts work jointly with your IT staff to manage changes to your network. This is done by establishing a process for documenting what, when, and why changes are made to your network as well as who is making them, giving you a comprehensive audit trail for any network modifications.

Multivendor Support

Training your IT staff on multiple vendor platforms while simultaneously providing 24x7 coverage on different vendor solutions and device types is an expensive and complicated proposition. Juniper has the staffing and expertise required to manage and support the Smart Session SD-WAN, as well as other third-party devices.

Streamlined Communication

When an issue is discovered in your network, Juniper's NOC team will quickly triage and look to isolate the fault using our first-line technical resources and AI-enabled management platform. We will manage tickets, communicate with your IT staff as needed, and manage communication with the Juniper Technical Assistance Center (JTAC) or third-party Technical Assistance Centers. The SD-WAN Remote Managed Service includes:

- Purpose-built ticketing with e-bonding capabilities
- Web portal for client access

Features and Benefits

Fault Monitoring and Management

The SD-WAN Remote Managed Service ensures that managed devices are operational through regular operations support systems (OSS) polling. If a device fails to respond to the poll, a ticket is proactively created and an engineer is automatically assigned to work the issue through resolution. This service reduces meantime to repair (MTTR) by initiating remediation within minutes, gathering the critical alarm and device status information required for rapid resolution. A typical issue is resolved without requiring the intervention of operational staff, leaving them free to focus on other tasks.

Performance Monitoring and Management

The SD-WAN Remote Managed Service collects and stores polling data to determine the performance and utilization of managed devices and their subcomponents. In the event that a device falls below a best-practice or customer-specific threshold, a ticket is proactively created and an engineer is assigned to work the issue through to resolution. Examples include bandwidth utilization, packet loss, network latency, and CPU and memory utilization. This service ensures that your network is working at optimal levels and is capable of handling transient loads without performance degradation. When the network is running at an optimal state, you can realize a solid return on your investment.

Configuration Monitoring and Management

The SD-WAN Remote Managed Service allows co-management of devices, capturing and archiving 30 supported configuration versions. Additional backups are performed automatically if changes are detected, with informational alerts automatically sent to Juniper NOC engineers. This helps protect the network from human and configuration errors, providing a safety net to rapidly roll back changes to a known good version and reducing or minimizing network interruptions due to unforeseen configuration errors.

Remote OS and Patch Updates

The SD-WAN Remote Managed Service monitors all devices over their life cycle, looking for newly released patches and OS updates to ensure that devices are running efficiently and securely. When patches or OS updates that should be implemented within the network are identified, the Juniper NOC will reach out to your designated contacts and inform them that the update is available. Patches within a major release—12.1 to 12.1R1.9, for example—will be applied as a component of the overall service offering, relieving your staff of the administrative and operational challenges of managing software updates and patches. The service effectively manages the maintenance windows, ensuring that the correct patches and updates are relevant to the network operating environment.

Reporting

Tactical and strategic reporting included as part of the SD-WAN Remote Managed Service goes far beyond the standard reports provided by other managed service providers. Weekly and monthly tactical reports consist of ticketing information and performance data from Juniper's OSS, identifying the busiest devices. Strategic reporting includes an assessment created from the analysis of ticket trends and performance data by a skilled NOC engineer.

These reports are often used to support IT planning and budgeting by identifying items of high or strategic impact such as End-of-Life (EOL) and End-of-Service (EOS) devices, the benefit of upgrades, and maintenance and growth/capacity issues. This reporting feature relieves your operational staff from having to generate and interpret ticketing and performance reports and integrating them into a single strategic network status summary, as well as forward-looking roadmaps and recommendations. You receive the expertise of Juniper NOC engineers reviewing your network operation and providing recommendations based on best practices developed over hundreds of network optimization projects.

Moves, Adds, Changes, and Deletes

SD-WAN environments are dynamic and always growing. We can help manage this growth through NOC-based provisioning services and standard moves, adds, changes, and deletes (MACDs), which can be purchased in annual blocks, as well as in one-time blocks for special projects that include a high volume of change requests. MACD requests are managed from a monthly allotment and may be rolled over from month to month, but they expire at the end of the contract year.

Juniper Client Delivery Manager

When a Juniper Service Manager is not available or assigned, a Juniper Client Delivery Manager will be assigned to the engagement. Responsibilities include all onboarding activities, all customer communications, change control (Juniper product changes and contract changes), and monitoring of the overall services performance to ensure a clear and consistent delivery experience—including service-level objective management.

Optional Turnkey Solution

Juniper also offers a turnkey, Network-as-a-Service (NaaS) solution that includes all Session Smart SD-WAN products and all services rolled into a single price. Standard features include:

- 3-year term
- Server(s), CPE devices, Session Smart Networking software
- Hosting of the SD-WAN Conductor
- Assessment, planning, design, deployment
- 24x7x365 remote monitoring and management
- Incident management and change management
- Configuration and release management
- Service-level objective management and reporting
- Complete platform management
- Juniper Client Delivery Manager
- Deployment Program Management

Benefits of the NaaS option include:

- Rapidly go to market with a complete turnkey SD-WAN solution
- Build your brand and market share while maintaining competitive posture
- No CapEx, preserve capital for higher priority IT projects
- IT administration always has the most current versions of the Session Smart software and Session Smart Conductor
- No need to recruit and train expensive IT resources, as Juniper handles all phases of assessment, planning, design, and deployment

Ordering Information

Part Number	Description
SVC-RMS-SSN-100M	Remote management for devices up to 100 Mbps
SVC-RMS-SSN-1G	Remote management for devices 100 Mbps-1 Gbps
SVC-RMS-SSN-20G	Remote management for devices 1 Gbps-20 Gbps
SVC-RMS-SSN-O	One-time onboarding fee per device
SVC-RMS-SSN-HOST	Hosting fee per customer per year
SVC-RMS-SSN-CUSTOM	Custom SD-WAN remote network management

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.

1133 Innovation Way

Sunnyvale, CA 94089 USA

Phone: 888.JUNIPER (888.586.4737)

or +1.408.745.2000

www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.

Boeing Avenue 240 1119 PZ Schiphol-Rijk

Amsterdam, The Netherlands

Phone: +31.207.125.700

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