Solution Brief

OneCall Support for Juniper Networks

Attentive issue resolution that draws on the skills and experience of Insight

Using the extensive resources of Insight's Cloud + Data Center Transformation (CDCT) division, Insight OneCall™ Support Services for Juniper Networks provides rapid and reliable assistance with any issues you encounter with your technology. Available through a convenient, single point of contact, our support is provided by trained engineers who take ownership of incidents affecting your data centers, integrated systems, or heterogeneous environments and work them until they are successfully resolved.

We are SSAE16/SOC 1 & 2 and Payment Card Industry (PCI)-certified, and offer a full slate of management and troubleshooting services to protect your operations. As a Juniper Elite Portfolio and Operate Partner, we map these services to Juniper's own direct services, which are fully supported by Juniper warranties.

The result is greater reliability and availability with fewer calls and without lengthy response times or complex contract administration. This means your IT group is free to focus on other mission-critical projects.

OneCall for Juniper Networks functions as an extension of your team to provide:

- Cost-effective, real-time support and accelerated issue resolution
- Support for solutions built on technology from multiple companies
- Holistic and proactive assistance
- Three 24/7 active/active/active support centers
- Multiple communication routes (phone, email, portal)
- Dedicated escalation channels
- Single-source accountability
- Defined and published service levels
- Full visibility through web-based tools for opening/tracking issues
- Flexible support services such as remote systems and network management
- Improved insight into your environment through regular performance and support call trend reviews

Organized in four support tiers, our 225 certified IT engineers resolve more than 1,500 incidents per month across 3,300 arrays and multiple technology providers for our clients. This frees IT staff to drive business outcomes. We also provide preventative support through audits and assessments, and advanced training courses to help maximize uptime and productivity.

A leader in Juniper Networks support

JUNIPER NETWORKS
ELITE PARTNER

Juniper Elite Portfolio and Operate Partner

200+
Juniper certifications

Unmatched Juniper expertise

Comprehensive support for Juniper Networks solutions

OneCall Support for Juniper Networks gives you the confidence to turn your attention to other challenges while we quickly and efficiently manage any issues with your technology.

Service feature	Juniper	OneCall
Phone and email support	✔	✔
Break/fix troubleshooting	✔	✔
24/7/365 U.S.-based staff coverage	✔	✔
Guaranteed 30-minute response for critical issues		✔
Full 24/7 monitoring options		✔
Multivendor support options (using engineering services)		✔
Personalized service		✔
Engineering services (available in 12-hour increments)		✔

JUNIPER
NETWORKS

Meaningful solutions driving business outcomes

We provide expert guidance on cloud integration and data center transformation to organizations of any stage or maturity. By holistically supporting the adoption of new technologies, we enable companies to meet business challenges, improve service levels and efficiency, support growth, and reduce risk.

Learn more at:
datalink.com | insight.com

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