

# JUNIPER CAMPUS AND BRANCH PREMIUM ONBOARDING SERVICE DATASHEET

## Service overview

Cloud-based and AI-native architectures are unlocking new possibilities for enterprise networks, enabling smarter operations, enhanced performance, and better user experiences from client to cloud. Fully harnessing the power of modern applications and services requires AI-native networks built for agility, automation, and assurance. Juniper Campus and Branch Premium Onboarding Service streamlines the deployment of Juniper's AI-native campus and branch portfolio, including Juniper [wired](#), [wireless](#), and [WAN](#) solutions along with campus and branch [cloud services](#). The service connects customers with [Juniper Global Services](#) technology experts, industry best practices, and extensive knowledge of [Marvis® AI](#) to ensure a fast, smooth deployment.

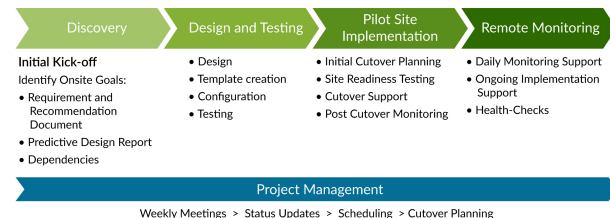
## Service description

Juniper® Campus and Branch Premium Onboarding Service supports large enterprises that are deploying a Juniper [campus and branch solution](#) for their mission-critical applications. The service helps organizations realize the benefits of Juniper's AI-native wired, wireless, and WAN architecture in the fastest time frame possible—and experience a smooth and predictable deployment.

The service provides access to Juniper deployment experts with extensive knowledge of [Marvis® AI](#) and Juniper campus and branch portfolio solutions and technologies, as well as deep expertise in transitioning to AI-native deployment, monitoring, and operations. Our consultants—both on-site and remote—provide support and employ proven best practices, implementation methodologies, and tools to ensure faster deployments and reduce risks.

The Juniper Campus and Branch Premium Onboarding service is offered at two levels: wireless-only and Juniper full stack that covers wired, wireless, and WAN solutions.

The Premium Onboarding Service provides customers with access to Juniper consultants for a period of three contiguous months. The service can be tailored to a customer's requirements and provides a combination of on-site and remote activities. We deliver the service to customers based on one or more tasks described below in our simple, four-phase methodology: discovery, design/test, pilot site implementation, and remote monitoring (Figure 1).



## Initial discovery and design/test (onsite)

The service starts with a discovery workshop where a Juniper consultant works at the customer site to understand overall customer needs. Once customer information is collected, the consultant recommends an implementation and creates the initial design and test for it. These two phases cover activities that are critical to solution deployment at the pilot site. Key tasks are:

- Predictive wireless design
- Templates design and configuration
- Implementation planning
- Migration planning
- First office application

- Site readiness testing
- Cutover support for pilot site

The discovery and design/test phases provide the foundation for a successful rollout of Juniper wireless, wired, and WAN solutions. Customer-provided information is used to create a predictive wireless design that will maintain healthy wireless coverage based on the customer's connectivity needs. The Juniper Global Services consultant works with the customer to prepare the initial pilot site implementation and cutover plan. Devices for the pilot site are set up using designed configuration templates. Site readiness testing verifies all configurations and connectivity prior to service rollout to assure deployment success.

### Pilot site implementation and remote monitoring (offsite)

The next phase is pilot site implementation, where the service transitions to an off-site consultant who provides support remotely.

During remote monitoring, the off-site consultant carries out various ongoing tasks, including:

- Continued implementation support
- Proactive network monitoring
  - Daily health checks
  - Ongoing remote monitoring to assist with queries, issues, and configuration tasks

- Oversight of all critical and high-priority issues, such as proactive alerting, triaging, and resolution assistance

### Project management (ongoing)

Managing a modern network implementation requires robust planning and adoption of industry best practices to ensure smooth deployment, optimized efficiency, and minimized risk. Juniper project management methodology (JPMM) combines standardized, scalable processes with tailored execution, drawing on global experience across a wide range of successful projects. It uses standard, scalable processes tailored for each engagement, leveraging knowledge gained from hundreds of successful projects globally.

This approach delivers:

- Controlled and organized service engagement through all phases
- Weekly planning and status updates
- Flexible decision points
- Active management and stakeholder engagement at the right time and place throughout the project
- Escalation of Juniper support issues, if required
- Smooth handover between on-site and remote teams

## Service features and benefits

Table 1: Service features and benefits

Components	Description	Benefits
<b>Discovery workshop and recommendation document</b>	Collaborative workshop to discuss customer requirements. A Juniper consultant will gather information required for planning and implementation, including a review of the wireless project's technical aspects and Juniper campus and branch cloud services. Juniper Global Services team documents customer requirements and its deployment recommendations	<ul style="list-style-type: none"> <li>• Expert-prepared plan for smooth deployment based on customer requirements</li> <li>• Pilot rollout site and dependencies identified</li> <li>• Clear, agreed direction shared in requirements and recommendations document</li> </ul>
<b>Design and test</b>	A Juniper consultant reviews the customer's wired and wireless network design requirements. The consultant creates a pilot site implementation plan with the customer that includes a pre-deployment checklist to guide the configuration and testing for pilot site devices. Juniper delivers predictive site design, configuration templates, functionality testing, and connectivity checks ahead of implementation	<ul style="list-style-type: none"> <li>• Excellent wireless coverage, performance, and experience based on predictive design</li> <li>• Simplified, fast, and smooth device onboarding ready with configuration templates</li> <li>• Reduced deployment risk with specified functionality testing and connectivity checks</li> </ul>
<b>Pilot site implementation</b>	Juniper consultant creates a site readiness test plan for the pilot site and supports the customer during test plan execution, pilot site implementation, and the cutover maintenance window	<ul style="list-style-type: none"> <li>• Accelerated rollout with reduced risk and proven production readiness supported remotely during cutover</li> <li>• Optimized experiences with post-cutover monitoring and tuning</li> </ul>
<b>Remote monitoring</b>	An off-site Juniper campus and branch solution expert assists with day-to-day monitoring and configuration activities for the remaining duration of the service	<ul style="list-style-type: none"> <li>• Enhanced network availability with daily monitoring and health checks</li> <li>• Expert support for your existing design configurations, as well as troubleshooting and resolving issues on deployed Juniper campus and branch devices</li> </ul>

## Juniper service and support

Juniper ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit <https://www.juniper.net/us/en/services.html>.

## Ordering information

Juniper Campus and Branch Premium Onboarding Services are available globally. For details, please contact your local Juniper Account Manager, local Juniper partner, or assigned Juniper Service Business Manager.

For additional details such as scope, deliverables, eligibility, and exclusions, please refer to the corresponding Service Description Document: <https://support.juniper.net/support/guidelines/>.

## Exclusion

The scope of this service is for devices supported by Juniper Wi-Fi Assurance, Wired Assurance, and WAN Assurance solutions only. The service does not include separately sold wireless assessments or any automation, scripting, API integration, or customized trainings. If you require additional services, please contact your Juniper Account Manager. The service does not include an on-site survey unless agreed or sold separately.

## About Juniper Networks

Juniper Networks is leading the convergence of AI and networking. [Mist™, Juniper's AI-native networking platform](#), is purpose-built to run AI workloads and simplify IT operations, assuring exceptional and secure user and application experiences—from the edge to the data center to the cloud. Additional information can be found at [www.juniper.net](http://www.juniper.net), [X](#), [LinkedIn](#), and [Facebook](#).

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