



# JUNIPER PROACTIVE OPTIMIZATION SERVICE DATASHEET

## Overview

*Every organization has its own network architecture, use cases, and business objectives. To achieve their desired business outcomes, they need a plan tailored to their specific network and business needs.*

*Juniper Proactive Optimization Service provides an optimization expert who builds a personalized service life cycle plan matched to the customer's network and business objectives. The optimization expert has the flexibility to prioritize and choose from the available subservices in collaboration with the customer.*

## Description

With ever-advancing applications and services, organizations are under constant pressure to keep their networks up to date. Optimization can smooth operations by helping resolve issues quickly when they occur—even proactively preventing many from happening at all. Tuning configurations and policies, minimizing the potential impacts of known bugs and security vulnerabilities, and reviewing design changes and upgrades before implementation can all contribute to better operations. However, high demand for IT skills—coupled with scarce supply—can make it difficult to build and retain in-house expertise for implementing needed optimizations.

A 12-month Juniper Proactive Optimization Service subscription supplies the expert guidance needed to achieve your desired reliability and maximize performance. A single-point-of-contact Juniper optimization engineer delivers proactive and prescriptive network optimization tailored to your business objectives.

This optimization expert collaborates closely with you to understand your current networks, identify the available optimization subservices that fit your business needs, and create a tailored service life cycle plan. Your ongoing technical relationship with them includes assessing network risks, analyzing device configurations, and evaluating the suitability of the current software versions in your Juniper network. This helps you operate smoothly and efficiently, avoid many issues, and reduce support cases.

To subscribe to the service, customers must have a Juniper Care Services contract. The Juniper Optimization Service is available in three tiers:

**Basic:** For customers with relatively simple networks, this tier offers a designated Juniper optimization expert to create a service life cycle plan with up to five subservices. After each subservice is delivered, your optimization expert meets with you to discuss the recommendations and answer any questions. They also conduct one service status update meeting.

**Standard:** Your Juniper optimization expert deeply engages with you to develop a custom service life cycle plan with up to 12 optimization subservices that are best suited to your network and business objectives. As subservices are delivered per the plan, the optimization expert will help with any technical queries. They will also conduct up to four service status update meetings during the service period.

**Premium:** This tier is ideal for customers with large and complex networks that would benefit from continual and progressive optimization. Enjoy a full-time Juniper optimization expert to create a tailored service life cycle plan aligned with your business objectives. Then, through the duration of the service, the optimization expert executes as many subservices from the plan as they can and answers any technical questions you have along the way. They will also lead up to four meetings to provide a service status update and proactively highlight any changes needed in the service life cycle plan.

## Juniper Proactive Optimization Service Subservices

### Product Issue Impact Review

Juniper Networks Product Issue Impact Review (PIIR) provides one detailed report analyzing the potential impacts and risks to your network from known hardware and software defects for one product platform and one software release—or for one configuration technology function in your network profile, such as broadband network gateway (BNG). It provides an assessment of whether you are likely to experience the issues and recommends actions to help avoid them.

### Software Upgrade Recommendation and Review

Juniper Networks Software Upgrade Recommendation and Review (SURR) provides expert review of your current network—its requirements, including performance and availability, case history, and feature use—to determine and recommend a software release target for one product platform or one configuration technology function, such as BNG. The analysis will consider upgrade risk and the probability of potential network impacts from known bugs in the target release, as well as the availability of solutions or workarounds for them.

### Security Incident Response Team Analysis

Juniper Networks Security Incident Response Team (SIRT) provides a comprehensive, one-time analysis of security exposure based on your network environment (current hardware, software, and configurations) for each Junos version and each product family. The report delivered will identify vulnerabilities, make recommendations, and suggest mitigation steps.

### Security Policy Optimization

Juniper Networks Security Policy Optimization employs custom tools to provide a comprehensive in-depth analysis of your security policy database. The optimization expert searches for optimization opportunities, such as duplicate policies, shadow policies, and overlapping security policy objects. Once these optimizations have been identified, Juniper delivers the firewall commands to execute them. The service delivers one security policy optimization report for a single SRX configuration and a single SRX software release.

### Configuration Analysis and Change Review

Juniper Networks Configuration Analysis and Change Review starts with the Juniper optimization expert meeting with you to understand and validate your overall goals and network requirements. Subsequently, the optimization expert analyzes your network configuration based on best practices and develops up to

two configuration templates for a single Juniper product family, including dependencies on the software release target and new features.

### Product Health Check

Juniper Networks Product Health Check has a Juniper optimization expert analyze data collected from targeted Juniper devices on your network to assess key indicators and trends. The analysis focuses on device health, performance, and utilization, including critical issues found and available workarounds. Examples of the data used are CPU and memory utilization, chassis and system alarms, and packet forward engine traffic.

The optimization expert delivers a written report focused on one Junos-based platform, configuration technology functions (e.g., BNG, core and edge, or others), and target software version. The report recommends actions for identifying potential risks, resolving product issues before they impact your network, and proactively improving network performance.

### Implementation Support

Juniper Networks Implementation Support provides remote engineering assistance during one maintenance window (up to five hours maximum) for critical network changes such as migration, software upgrades, and feature rollout. Your Juniper optimization expert will assist you with any questions, concerns, or problems during the network change implementation and may provide recommendations. They will also help assess the success of the implementation and, if appropriate, possible areas of improvement following the changes.

### Security Tuning

With Juniper Networks Security Tuning, customers choose from three scopes:

1. Tune a) events, b) false positive events, and c) signature groups (or custom signatures in groups) for intrusion detection and prevention (IDP), Advanced Threat Protection (ATP), and next-generation firewall (NGFW) capabilities
2. Execute moves, adds, changes, or deletions for the a) user groups, b) policies, or c) reports (logging or reporting attributes) of a user firewall
3. Order SRX policies to optimize CPU usage and set SRX security logging hierarchy

After a discovery workshop to determine the targeted tuning area(s) within the scope of the service option, Juniper's optimization expert will analyze your configuration for security policies, events and

logging attributes, priorities and relevance (weights), or triggers (while configuring JSA Juniper Security Analytics networking hierarchy). The optimization expert will then develop a report identifying where changes must be made to tune the in-scope attributes, why, and best practices for tuning them.

After you create an implementation plan, your optimization expert will review it and provide remote technical assistance during the implementation process for one maintenance window (up to five hours maximum). Upon completion of the tuning process, they will hold a virtual final review meeting with you to address concerns, answer questions, and provide general guidance.

### Security Health Check

Your Juniper optimization expert conducts a discovery workshop to understand the current design, requirements, known issues, and future goals for the use cases employing Juniper security solutions. They will then generate a report that compares your existing configuration(s) to best practices and provides recommendations

for updating them. The service can be used to evaluate up to four SRX Series configuration templates or configuration for one Juniper Security Analytics and Security Director system.

### Design Change Review

Your Juniper optimization expert will conduct a design discovery workshop to gather information on your existing design, business requirements, pain points, and issues. They will document the design change requirements from the workshop to review and confirm with you. After comparing your network design against Juniper Validated Designs (JVDs) (as applicable) and Juniper best practices, the optimization expert will create a design review report. This report includes a list of design and related configuration recommendations, as well as next steps. They will then conduct a virtual final review meeting to review the report and answer any questions.

## Features and Benefits

Table 1. Juniper Proactive Optimization Service features and benefits

Feature	Feature Description	Benefit
<b>Optimization expert</b>	A named Juniper engineer acts as a single point of contact who will understand your network, plan the service, and deliver it	Better customer experience with a single point of contact for all optimization needs Tailored recommendations lead to better decisions and smoother operations
<b>Kickoff meeting</b>	Optimization expert conducts a meeting to share information on scope, tools, process, and escalation	Clear visibility into the optimization service and its processes
<b>Services life cycle plan</b>	Optimization expert uses understanding of your network, requirements, and goals to create a service life cycle plan, identifying subservices to help the customer achieve their business objectives	Better alignment of your business needs with planned subservices, helping to maximize ROI
<b>Service status review meeting</b>	Optimization expert conducts regular meetings to share updates on the subservices delivered, key recommendations, upcoming planned subservices, and any changes needed in the services life cycle plan	Up-to-date service progress with an opportunity to reprioritize or change planned subservices as business needs dictate

Table 2. Juniper Proactive Optimization Service subservices features and benefits

Feature	Feature Description	Benefit
<b>Product issue impact review</b>		
In-depth analysis and recommendations	Based on your specific business and networking requirements, the optimization expert evaluates known defects for your deployed Juniper hardware products and software releases to assess their potential impacts and risks and to recommend actions to avoid them	Accurately understand both the risk and probability of your network's exposure to known defects Proactively and preemptively take actions based on expert recommendations to avoid potential issues and minimize the impacts
<b>Software upgrade recommendation review</b>		
Software upgrade process assessment	The optimization expert reviews your network change methods, procedures, and your acceptance test plan to identify areas of improvement	Optimized migration plan matched to your network and business requirements
Software release analysis	The optimization expert analyzes the software release to target and determines the potential impact on network	Expert assessment of the impact and risk with your selected target software release before investing in changes to your network environment
Software upgrade recommendations	The optimization expert provides software upgrade recommendations based on the software release analysis	Maximize the performance and reliability of your Juniper infrastructure with the software release recommended by a Juniper expert who understands your business and network requirements

Feature	Feature Description	Benefit
<b>Security incident response team analysis service</b>		
In-depth analysis	Using a proprietary tool, the optimization expert conducts a comprehensive analysis of security exposure based on your hardware and software installed base and configurations	Minimize risk and downtime
Custom report	The optimization expert delivers a report on known vulnerabilities that may impact your specific network environment, including mitigation strategies, recommended workarounds, and suggested Junos software releases	Saves valuable network engineer time by focusing only on vulnerabilities relevant to your specific network environment
<b>Security policy optimization</b>		
In-depth analysis	The optimization expert meets with you to determine requirements and perform an in-depth analysis of your existing security policy The analysis covers global address book, applications, and security policies for one SRX software release and one configuration only	Identify changes to increase the effectiveness of firewall security policies
Custom report	One report identifies duplicate database entries and overlapping address objects, shares best practices for policy enforcement, and offers advice to enhance your overall security posture	Ensure firewall performance and operating reliability with documented guidance on how to improve device performance and reduce administration
Optimization process	The optimization expert adds new firewall commands to update the policy database, along with justifications for each recommended change	Reduce risk and ensure a smooth migration to the new security policy database
<b>Configuration analysis and change review</b>		
Product configuration review and analysis	The optimization expert analyzes up to two configurations for devices in one Juniper product family to ensure alignment with your requirements and Juniper best practices	Optimal configuration to meet your network and business requirements informed by Juniper experience and expertise
Recommendations to optimize product configuration	Based on the review and analysis, the optimization expert creates optimized configuration templates and provides tailored recommendations	Optimized performance and reliability for your Juniper devices with configurations recommended by a Juniper expert who understands your business and network requirements
<b>Product health check</b>		
Device data collection and analysis	The optimization expert works with you to collect and analyze sample device data to determine areas of improvement with potential latent defects, anomalies, or malfunctioning hardware	Proactive identification of device health, performance, and utilization issues—including critical issues and available workarounds—through expert data analysis
Optimization recommendation	The optimization expert provides recommendations in a report to optimize your network's health, performance, and utilization based on known best practices	Actionable recommendations from a Juniper expert to resolve issues in your network before they have negative impacts and to improve network performance proactively
<b>Implementation support</b>		
Change implementation technical consultation	The optimization expert is available during the network change implementation process to assist you with any questions, concerns, or problems during the migration, including support during one maintenance window (up to five hours)	Optimize the time, expense, and effectiveness of your migration implementation for your network and business requirements with Juniper's expert support
Post change review	The optimization expert helps you assess the success of the implementation and, if appropriate, identify possible areas of improvement following changes	Review positive business impact of changes and assess opportunities for further improvements
<b>Security tuning</b>		
Discovery workshop	The optimization expert conducts a workshop to identify target security areas such as identity management, firewall, advanced threat protection, etc., within the scope of the selected subservice option: 1. Tune any two of a) events, b) false positive events, and c) signature groups (or custom signatures in groups) for IDP, ATP, and NGFW capabilities 2. Execute any four maintenance actions—moves, adds, changes or deletions—for the a) user groups, b) policies, or c) reports (logging or reporting attributes) of a user firewall 3. Order SRX policies to optimize CPU usage and set SRX security logging hierarchy	Clear agreement on priority security areas to target for tuning
Analysis and recommendations	The optimization expert reviews multiple attributes like events, logs, security policies (up to 250), priorities and relevance (weights), or triggers (for configuring Juniper Security Analytics networking hierarchy) Expert develops a report recommending the in-scope attributes to optimize, best practices for tuning them, and the process to do so	Understand how to optimize the efficacy and performance of Juniper security solutions in your network with the help of a Juniper expert Get a list of deficiencies, recommendations for mitigation, and an actionable plan to improve network security posture
Implementation support and final review	The optimization expert: <ul style="list-style-type: none"> <li>• Reviews your plan to roll out tuning changes and offers guidance on best practices</li> <li>• Provides remote technical assistance during one maintenance window (up to five hours) to execute the recommendations</li> <li>• Leads a virtual final review meeting to address concerns, answer questions, and provide general guidance</li> </ul>	Reduce risk and accelerate delivery of changes to enhance network security efficacy and performance
<b>Security health check</b>		
Discovery workshop	The optimization expert conducts an interactive workshop to understand the current design, requirements, known issues, and future goals for the use cases employing Juniper security solutions (up to four SRX Series configuration templates or configuration for one Juniper Security Analytics and Security Director system)	Get a designated expert to understand your network environment and discuss its security posture
Assessment and recommendations	The optimization expert reviews your current configuration(s) against Juniper configuration best practices, and creates and shares an assessment report recommending improvements	Simplify your path to better network security with actionable recommendations

Feature	Feature Description	Benefit
<b>Design change review</b>		
Discovery workshop	The Juniper optimization expert conducts a discovery workshop covering the existing network design, business requirements, pain points and issues The expert creates a design change review document to capture the requirements discussed and confirm them with you	Clear agreement on planned design changes and their objectives before the Juniper expert reviews them
Recommendations report and final review	The optimization expert uses Juniper Validated Designs (JVDs) and Juniper best practices to recommend improvements based on the design change review document That expert conducts a virtual review meeting to discuss the recommendation report, address any questions, and provide guidance on next steps	Optimized design changes based on Juniper experience and expertise

## Ordering Information

The Juniper Proactive Optimization Service contract has a minimum term of 12 months.

Juniper Proactive Optimization Service is available globally. For details, please contact your local Juniper partner, Juniper Networks Field Sales Manager, or your assigned Juniper Service Business Manager.

For additional details such as scope, deliverables, eligibility, and exclusions, please refer to corresponding service description:

<https://support.juniper.net/support/guidelines/>

As a prerequisite, customers must have Juniper Care, which provides the foundational base required to enable Juniper Proactive Optimization Service.

## About Juniper Networks

Juniper Networks believes that connectivity is not the same as experiencing a great connection. [Juniper's AI-Native Networking Platform](#) is built from the ground up to leverage AI to deliver exceptional, highly secure, and sustainable user experiences from the edge to the data center and cloud. Additional information can be found at [juniper.net](https://juniper.net) or connect with Juniper on [X](#) (formerly Twitter), [LinkedIn](#), and [Facebook](#).

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