

JUNIPER SOFTWARE UPGRADE SERVICES DATASHEET

Service Overview

Upgrading your [network software](#) is a critical move that ensures your network stays optimized, compliant, and ready for future demands.

Juniper Software Upgrade Services make it easy to realize these benefits while minimizing risks. Our expert team streamlines the entire upgrade process, reducing disruptions and ensuring a smooth transition.

Service Description

Keeping the network up to date is essential for organizations that rely on their network infrastructure to power their business. Regular software upgrades are more than just a maintenance task; they are key to unlocking new capabilities, improving performance, and ensuring a secure, compliant, and efficient network.

By staying current with the latest software, you can deploy innovative features and [AI-native solutions](#) that improve network management and streamline business operations. Additionally, software upgrades provide the opportunity to resolve known issues, optimize resource utilization, and enhance overall reliability across your network.

To keep your network ahead of the curve, Juniper offers a comprehensive suite of Software Upgrade Services designed to support you throughout your entire upgrade journey. Our services are meticulously planned and executed to ensure seamless upgrades that deliver maximum benefits while minimizing disruptions. Our experienced upgrade specialists work closely with you, utilizing direct access to Juniper’s internal resources and expertise to address challenges swiftly and effectively.

Juniper Software Upgrade Services cover all phases of your upgrade process—from planning to qualification, migration, and to post-migration support.

Table 1. Features and Benefits of Juniper Software Upgrade Services

Feature	Description	Benefits
Single-point-of-contact (SPOC) technical consultant	With a deep understanding of your network environment, upgrade requirements, and business goals, your dedicated consultant provides expert guidance and support every step of the way	A more streamlined, efficient upgrade process, tailored recommendations, and proactive support
Kickoff meeting	Your SPOC technical consultant and your key stakeholders hold a virtual meeting to review upgrade requirements and define the engagement scope	Alignment and shared understanding among stakeholder and; proactive identification of potential roadblocks
Pre-production testing	A dedicated test engineer validates your Juniper software upgrade in our labs and develops a detailed Method of Procedure (MOP) for your upgrade plan	Thorough testing reduces risk of failure and minimizes downtime
Upgrade assessment and recommendation	The SPOC conducts a thorough assessment of your network environment and offers a tailored recommendation for the optimal Juniper software release for your upgrade	Recommendation tailored to your environment minimizes upgrade risks and optimizes performance
Post-implementation support	The SPOC technical consultant stays on standby to provide support, answer questions, and troubleshoot any issues that arise	Expert, real-time support even after implementation minimizes downtime, ensures a smooth upgrade and provides peace of mind

To meet your specific upgrade needs and scenarios, Juniper offers individual services tailored for every phase of the upgrade process.

Table 2. Additional Juniper Software Upgrade Services

Upgrade Phase	Additional Applicable Services	Service Description
Planning (Assist in selecting the best target software release)	Software Upgrade Recommendation and Review (SURR)	<ul style="list-style-type: none"> Recommendation on the best target software release based on upgrade assessment and the target software analysis
	Proactive Optimization Service	<ul style="list-style-type: none"> Recommendation on the best target software release based on upgrade assessment and the target software analysis
Qualification (Validate and test upgrade path and develop upgrade Method of Procedure)	Software Upgrade Testing Service	<ul style="list-style-type: none"> Test plan creation, review, and lab testing of the software upgrade path with test exit report MOP development for the tested software upgrade path
	Testing as a Service (TaaS)	<ul style="list-style-type: none"> Close representation of customer production network in Juniper CCL labs with network traffic Comprehensive upgrade testing on multiple platforms and configurations and test exit report MOP development for the tested software upgrade path
Migration (Assist customers in executing successful software upgrades and provide maintenance window support)	Migration Services	<ul style="list-style-type: none"> Design and design verification testing MOP creation with upgrade and rollback procedures Migration execution, migration window assistance, and post-migration review with knowledge transfer
Post-migration (Validate and review upgrade outcome post-implementation)	Network Implementation Support (NIS)	<ul style="list-style-type: none"> MOP review prior to maintenance window Software upgrade window support assistance Post-maintenance window review and next steps

In addition to the services offerings in Table 2 that can help you with software upgrades, you can leverage [Juniper Support Insights \(JSI\)](#) for lifecycle management, proactively getting insights into EOL/EOS status, security vulnerabilities, and bug data that can inform all your upgrade decisions.

Ordering Information

The Juniper Software Upgrade Services are 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/>

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 the best and most secure user experiences from the edge to the data center and cloud. You can find additional information at Juniper Networks (www.juniper.net) or connect with Juniper on [X](#) (Twitter), [LinkedIn](#), and [Facebook](#).

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