Transforming Your Service and Support Experience with AI

Innovative new AI-Native tools and services that deliver greater efficiency, productivity, and simplicity

Juniper Networks' AI-Native network is driving relentless innovation to help your teams intuitively and effectively do more with less.

Learn more →

The challenge

Delivering outstanding digital experiences

In today's ultra-connected world, the stakes for network reliability, speed, and security have never been higher. Your team is tasked with delivering uninterrupted service while adapting to a rapidly evolving digital landscape. This requires support that is dynamic, intelligent, and expertly designed to anticipate and proactively prevent issues.

The capabilities you need

Increased reliability and efficiency

In today's increasingly complex world, effective network operations require leveraging new tools and technology to help busy IT professionals gain an advantage.

Simplified, fast self service

Seamless digital support experiences using intuitive technologies

Conversational interface

Accelerated response to support inquiries and technical challenges

Automated problem solving

Proactive issue identification and streamlined resolution

AI-Native data insights

Real-time, data-driven insights for continuous network optimization

$14K
Average cost per minute of IT downtime
EMA Research (2024)

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The answer:

Support and services with seamless AI-Native integration

Keeping your network up and running depends on the ability to resolve issues quickly before they impact service. Juniper Networks delivers AI-Native solutions designed to transform network services and support from reactive to proactive, ensuring unparalleled experiences. We can help you optimize network performance and reliability while improving operational efficiency.

How it works

Generative AI (GenAI) search

Our intelligent search tool on the Juniper Support Portal (JSP) provides instant, targeted answers to customer queries from over 100,000 sources, intuitively understanding query context and intent.

Retrieval-Augmented Generation (RAG)

Pinpoints the right information from over 100,000 selected sources, including Juniper documentation, knowledge base articles, and more.

Search result citations

Gain high levels of confidence in the answers to your questions with identified sources and links to dig deeper if desired.

AI return material authorization (RMA)

An automated, AI-fueled process to expedite authorizations for equipment returns and replacements by leveraging AI for log analysis to determine if RMA is needed.

AI analysis of device logs

A faster RMA process, completed without involving support engineers
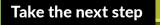
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Juniper AI Care Services

An industry-first service portfolio spanning the entire customer life cycle and bringing greater efficiency, reliability, and security to network operations. It offers three service tiers (AI Care, AI Advanced Care, AI Ultimate Care) to match your specific networking needs, proactively manage network health and optimize performance, and help maximize the value of your Juniper Mist investment.

24/7 AI-powered technical support	Included in all Juniper AI Care Services, identify and resolve issues quickly
Guidance on new Mist features (AI Advanced Care and AI Ultimate Care)	Adopt and benefit from Mist AI innovations with greater speed and lower risk
Accelerated rollout assistance (AI Ultimate Care)	Faster time-to-value for Mist AI solutions
Proactive health checks (AI Ultimate Care)	AI-Native proactive insights and actions help ensure exceptional experiences to end users

Our advantage

Strategic, customer-centric, AI-Native innovation

Juniper combines technological expertise with the power of industry-leading AI to deliver new levels of simplicity, productivity, and performance. Across various touchpoints, our solutions ensure that you experience reduced downtimes, proactive support, and enhanced network performance, transforming your overall services and support experience.

Why Juniper

Empower your network with Juniper

Juniper Networks doesn't just connect businesses; it ensures those connections are reliable, secure, and seamless. With our AI-Native solutions, we are redefining what it means to support our customers. Rather than just responding to issues as they arise, we are focused on anticipating them and proactively acting faster to stop problems before they impact user experience, resulting in up to 90% fewer trouble tickets. Choose Juniper for a smarter, more resilient network that grows with you.

Transform your support experience and take your network into the future with Juniper's AI-Native solutions. Learn how our innovation can boost your success by contacting us today.

More information

Resources for you

To learn more about Juniper AI Care services, visit https://www.juniper.net/us/en/services/services-for-campus-and-branch/ai-care-services.html

Check out our new cutting-edge generative AI (GenAI)-powered search feature on the Juniper Support Portal at https://supportportal.juniper.net/s/?language=en_US

Take the next step

Connect with us

Learn how we can build what's next.

Let's chat →

Accelerate your journey

Streamline your adoption of the industry's first AI-Native Networking Platform.

Go there NOW →

The Q&AI Podcast

Dig into the AI topics that matter most to your business.

Listen/watch now →

Customer stories

See how we help enterprises like yours unlock growth.

Explore →

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