

NDC Client Care Services: Juniper Networks

Juniper Networks Authorized Operate Specialist Service Offering

When you need technical support you don't have time to waste looking for specific support contacts and enduring endless transfers. With Nova Datacom's Client Care Services, one call to your NDC Client Care line is all it takes to get you connected to the resources you need.

Offering many of the same features you would receive directly from Juniper Networks' J-Care, NDC's Juniper Client Care Services provide automated incident detection, troubleshooting, data collection, and issue escalation that results in an efficient, rapid response to network issues. Service automation capabilities delivered via Juniper Networks' Junos® Space Service Now ensure that your network uptime is maximized, downtime is minimized, and IT infrastructure is utilized optimally to deliver business needs.

NDC's Juniper Client Care allows your staff to concentrate on running the business, not fixing equipment.

Juniper Networks Authorized Offering

NDC works in tangent with Juniper Networks to ensure the highest level of client satisfaction. Each supported product line is considered an independent specialization, requiring rigorous annual capability assessments in addition to continuous monitoring throughout the year. Client focused requirements provide clear visibility to documented escalation processes and provide reporting resources for those rare instances where clients feel a resolution is not being achieved in a satisfactory period of time. NDC's Client Care services truly work as an extension of Juniper Networks' own JTAC; and ensuring high quality support is tantamount to both Nova Datacom and Juniper Networks.

NDC's Juniper Networks Client Care Services

Based on a per device contract, NDC's Juniper Client Care combines traditional U.S.-based, 24x7 support, e-support, e-learning, and service automation delivered by Juniper Networks' Junos® Space Service Now. The powerful combination of these resources, in addition to NDC's familiarity with customer environment configurations, will increase your operational effectiveness, lower operational costs, provide powerful inventory management tools and reduce the time needed for problem identification and diagnostics.

- 24x7 technical support desk
- Level 0 first call support; Levels 1 and 2 troubleshooting
- Level 3 support provided by Juniper Networks through your NDC resource
- All calls handled in the U.S.
- Remote diagnostics capabilities
- Problem re-creation lab
- Software upgrades and maintenance releases
- RMA processing
- Enhanced, Operate Partner level access to JTAC guided by your NDC contact



JUNIPER
NETWORKS®

Cage: 4RLJ8
DUNS: 169242760
GSA: GS35F0322U Schedule 70

SBA-certified 8(a)
Minority Woman-Owned
SDB



NDC's Juniper Client Care Services Benefits:

Features	Benefits
Fast resolution of P1 and P2 incidents	Minimize downtime
Expert service and fast implementation of network upgrades, conversions, and migrations	First mover advantage; accelerate time to market and time to value
Asset tracking and management	Minimize manual activities/increase staff productivity
Comprehensive reporting of network issues	Result in strong evolution towards overall improvement
Deliver proactive bug reports and scrubs	Avoid network outages and downtime
Deliver product support notices	Keep network staff informed, improve decision making process
Deliver EOL/EOS/EOE reports	Saves time and increases staff productivity
Delivery of network risk assessments and proactive recommendations	Avoids potential issues or minimize impact
Reduce in the TCO/lower support costs	Free up budget for high priority IT projects