

Managed hardware maintenance for Juniper Networks products

Reduce total cost of ownership through single provider network support



Highlights

- Eases management of networks
 - Helps simplify the integration of new technology into your existing environment
 - Helps control hardware maintenance costs while speeding problem resolution through proactive support services
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In today's IT environment, it is imperative that your networking infrastructure is optimized for both performance and efficiency. Like many companies, you may be taking a best-of-breed approach to networks, resulting in multiple hardware vendors and increased complexity. It can be costly to train a large in-house staff to monitor and maintain your systems, and you need a reliable, proactive source that can address both internal and external threats across your networking infrastructure. Ideally, support of your network would be managed centrally, with one point of contact, but where do you start?

IBM Hardware Maintenance Services – maintenance for non-IBM products – managed maintenance solution for Juniper Networks products provides remote and onsite support for devices from Juniper, as well as access to Juniper's support portal. IBM provides a choice of several different levels of support across a large services portfolio to be a one-stop shop for your total networking maintenance needs. For Juniper devices, your base maintenance contract includes Service Now to proactively monitor and identify problems, helping reduce the time needed to resolve issues.

Simplifying the maintenance and management of networks

Managed maintenance solution for Juniper Networks products can help you enable a security-rich, high-performance IT infrastructure with 24X7X365 support. Through the IBM Centers of Excellence you can simplify management and help reduce the costs of maintaining and administering multiple networking systems. For select Juniper



equipment, Juniper's Service Now technology, coupled with the expertise of IBM technicians, works to help increase your efficiency and simplify network management.

Facilitating the integration of new technology into your environment

By choosing the managed maintenance solution for Juniper Networks products, you can take advantage of a single point of accountability and experienced technical support for your complex networking infrastructure. This solution can help simplify the integration of new technology into your environment while enabling your resources to drive more business value and focus on other priorities. The solution supports most of Juniper's portfolio and offers you the ease of a single accessible point of contact for technology integration challenges.

Helping to control hardware maintenance costs

If you need to maintain a multivendor network environment, this solution can provide the proactive help you need. You can also take advantage of Service Now for select Juniper products, which is included with the base maintenance contract. The Service Now capability enables select Juniper equipment to "call home," a unique feature that promotes proactive monitoring of your environment with quick problem determination and source identification performed by IBM's remote technical support centers. This solution can provide you with flexible managed services to help meet your specific networking infrastructure needs.

Why IBM?

IBM offers high-quality skills and experience in keeping mixed network environments running smoothly. IBM has domestic and global scalability as well as long-term reliability in service delivery. Managed maintenance solution for Juniper Networks products can gain you priority access to Juniper Networks and other top-tier vendor support—as well as provide an integrated maintenance strategy.

For more information:

For more information about Managed maintenance solution for Juniper Networks products, contact your IBM representative or visit:

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