RESIDENT CONSULTANT

The Resident Consultant provides organizations with the flexibility to use Juniper's expertise when and where it is needed to efficiently fill potential skills gaps, without having to hire additional resources. Juniper experts will help assess current network performance and recommend improvements to meet specific operational needs and maintain your network in the most optimal manner.

Service Description

Juniper Networks® Resident Consultants are available for annual onsite engagements, providing highly customized network architecture and design assistance to your organization. Bringing the most specialized skills in the industry to your company, the Resident Consultant focuses on all technical aspects of your Juniper Networks products. The Resident Consultant works daily with your staff at your location, becoming intimately familiar with your unique processes and requirements, your network's specific configurations and challenges, and your staff's strengths and limitations. Your Resident Consultant helps you avoid many network issues before they arise, and is fully prepared to help resolve issues as quickly as possible when they do occur. The Resident Consultant assists with network design, deployment, and support process definition and documentation, deployment and implementation of Juniper Networks equipment, and post cutover activities for your network.

Typical Resident Consultant activities include:

- Troubleshooting the network's design and architecture issues
- Analyzing network and device configurations
- Providing network design leadership; assisting in identifying and building solutions
- Testing product features and functionality
- Providing deployment guidance to ensure that implementations are consistent with design specifications
- Providing informal workshops to transfer knowledge to engineering staff
- Applying industry best practices to the design, planning, and implementation of
- the network
- Applying extensive industry experience to optimize network performance and proactively analyze potential enhancements
- Evaluating technical specifications for interoperability

Service Overview

Whether your organization competes in today's highly competitive and dynamic market or provides high value public services, there is tremendous pressure on your IT staff to continuously adapt and scale your network so that it realigns and evolves with business initiatives. To accomplish this, staff members must maintain their expertise in a constantly growing list of technologies and vendor products. The ability to keep abreast of these rapidly evolving technologies while attempting to deploy new network capabilities and resource-intensive network adaptation can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment.

Table 1. Features and Benefits

Feature	Description	Benefits
Network troubleshooting and architecture analysis	Assists your operations staff with hands-on technical issues with Juniper Networks products and technologies, as well as other equipment in your network.	• Minimizes downtime and reduces operational costs to accelerate revenue generating activities. • Helps avoid end user service-level agreement (SLA) penalties.
Network design leadership	Assists your engineering staff as they design new features and functionality into your network, giving you access to the most specialized skills in the industry dedicated to network design.	Accelerates, extends, and optimizes the value of high-performance networking.
Testing of Juniper Networks product features, functionality, and interoperability	• Ensures that your Juniper Networks products integrate and operate smoothly with equipment from other vendors. • Helps your organization introduce and take advantage of new technologies and features. • Helps accelerate restoration time and minimize downtime.	• Accelerates deployment and availability of new services and applications. • Speeds rollout of innovative and new ventures.
Informal technical and product workshops	Provides your staff and business users with informal and onsite transfer of information.	• Accelerates readiness of employees, suppliers, and partners. • Improves workforce productivity.
Network optimization and enhancement analysis	• Access to Juniper's online portal for software documentation, tools, and service options that include, but are not limited to, online case management, Your Resident Consultant understands best practices and will proactively prevent issues that other customers have experienced. • Your Resident Consultant will use knowledge of your network to assist in optimized network design, support, and operational issues. software downloads, technical alerts and bulletins, and Juniper Networks Knowledge Base.	• Delivers an unbeatable competitive advantage. • Optimizes the value of high-performance networking to meet constantly evolving business environments.

Table 2. Service Specifications

Juniper Responsibilities	Customer Responsibilities
Juniper Networks will: • Establish a scope of effort for the Resident Consultant to assist the customer with network planning and implementation-related activities • Recruit and place the appropriate Resident Consultant The Resident Consultant will: • Work onsite at your location • Focus on network troubleshooting and operations support along with network and configuration analysis • Provide design leadership • Assist in testing Juniper Networks products, features, and functionality • Apply industry recognized best practices to the design, planning, and implementation of the network • Conduct informal technical and product workshops with your internal support teams	The customer will: • Provide a suitable work environment for the Resident Consultant that includes all required hardware, software, and facilities access, qualified personnel including project management, and supporting resources to accomplish objectives defined in the scope of work • Provide access to the Internet, your network, and all required and requested data needed to accomplish objectives defined in the scope of work

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit **www.juniper.net us/en/products-services**.

Ordering Information

Juniper Networks Resident Consultant services can be ordered using the part numbers listed in the table below. A statement of work (SOW) will be established outlining the scope of effort to be performed. A Juniper Care or Juniper Care Plus active support contract is required before you can order this service.

To learn more about the Resident Consultant service and how it could benefit your organization, please contact your Juniper account manager or services business manager.

Part Number	Description
PRO-RC-12MTH	Resident Consultant – 12 Months

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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