



Support Services for Juniper Networks

Westcon has been recognized by Juniper Networks for its expertise through the Juniper Partner Support Services (PSS) specialization.

As a support provider Westcon strictly follows the vendor guidelines for resolving issues, such as response time policies and escalation procedures.

Various support & subscription contracts are available for all Juniper products.

Key Benefits at a glance:

- Unlimited support via web, phone or email available 10x5* or 24x7
- Complete web and phone support offering, designed for resellers and their end-users
- Dedicated support engineers certified by Juniper
- Online Incident tracking
- Westcon support is underwritten by Juniper Support

* from 08:00 to 18:00 CET

Scope of Support & Beyond

Westcon Support is designed to remotely assist you with specific break-fix issues and related configuration issues with your products. Support is limited to products with active support contracts.

Service Description		Basic Support (SUP)	RTF Support (RTF)	Next-Day Service (ND)	Next-Day Onsite Service (NDCE)	Same-Day Service (SD)	Same-Day Onsite Service (SDCE)
Technical Support	Westcon Online Web Support	•	•	•	•	•	•
	Westcon 24x7 Phone Support	•	•	•	•	•	•
Software	Software Releases	•	•	•	•	•	•
Hardware	Return to factory		•				
	Next-business day advanced replacement parts delivery			•	•		
	Same-day advanced replacement parts delivery					•	•
Onsite	Onsite Technician				•		•
Professional Services	Designs, deployments, upgrades, migrations, optimizations by a Westcon Engineer	optional	optional	optional	optional	optional	optional

■ Services delivered by Westcon

Tailored, global support capabilities

that nurture, grow and extend your own offering.



The Westcon Service Process

QUOTE

Our Product & Services quote will be made up of the following elements:

- The requested product
- Your chosen Juniper Service Option Package,
- Your choice of optional Westcon Services

Any Help? Contact your Westcon Sales: juniper.nl@westcon.com

ORDER

When you place your order, please mention:

- Support Contact End User details
- Reseller Contact name
- Reseller E-mail address

HARDWARE REPLACEMENT

- Log an RMA request for your device using the web portal: <https://eusupport.westcon.com>
- Provide full onsite details: shipment address, contact names, contact telephone numbers.
- In case of an emergency please ring our support desk after you have logged the incident, stating the case reference number provided in the case opening mail.
- Juniper and Westcon will arrange the shipment of a replacement part. Upon receipt of the replacement part send the defective unit to the designated address.

RENEW CONTRACT

To renew a support contract, follow these steps:

- One month before contract support end date you will receive an e-mail notification
- A Westcon Sales representative will contact you and provide you with a renewal quote

Westcon Support Response Time

Severity Level	Definition	Response Time	Commitment	Expected Resolution time
P1 Critical	An error that renders the product inoperative or causes the product to fail catastrophically; e.g. major system impact, system down	1 Hour	Westcon and customer will commit full-time resources to resolve the situation or obtain a work-around, during the business hours of the purchased support i.e. 24x7 or 10x5. 24x7 support is only available in English.	Same day
P2 High	An error that substantially degrades the performance of the product or materially restricts customers business; e.g. moderate system impact, system hanging.	2 Business Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation (or obtain workaround)	2 Working days
P3 Medium	An error that causes only a minor impact on customer use of the product; e.g. minor system impact, performance/operational impact.	4 Business hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels.	5 Working days
P4 Low	A reported anomaly in the licensed product which does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions.	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	10 Working days

How to access Westcon Support



WEB SUPPORT:

<https://eusupport.westcon.com>

For Priority 1 issues, you can register the call via the web, but always call Westcon support too. Once your call has been registered, you will receive an acknowledgement email containing your Ticket Reference Number.



PHONE SUPPORT:

- 10x5* See phone details in the blue box
- 24x7 Dial the number provided during contract purchase



CASE FOLLOW-UP VIA EMAIL SUPPORT:

junipersupport.eu@westcon.com

We STRONGLY recommend using web support portal to register your support case and then for P1 cases follow up with a telephone call.

EU PHONE SUPPORT DETAILS

First line 10x5* support is available in the following languages: English, French, Spanish, German - Second line in English

- **Austria:** +43 2236 8644 443 22
- **Belgium:** +32 2 461 01 40
- **France:** +33 825 135 005
- **Germany:** +49 30 60 9855 322
- **Italy:** +39 039 607 221
- **Netherlands:** +31 306 025 470
- **Spain:** +34 914 196 138
- **Sweden:** +46 8 50 551 653
- **Switzerland:** +41 435 084 005
- **UK:** +44 1753 797902

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Westcon Support is not designed to walk you through the installation process. If you need comprehensive installation assistance, you may opt for our Westcon Professional Services on Juniper. Our professional services team can assist you with planning, design, deployments, upgrades, migrations, optimization and application verification to ensure a highly available, scalable and secure infrastructure. Please contact Westcon Professional Services for detailed quotes that include a comprehensive Statement of Work (SOW). Westcon Professional Services are also available on time & materials basis.