



# Automated Support Juniper Support Insights

Business Decision Maker (BDM) Deck

18<sup>th</sup> Mar 2025, Georg Dohmen  
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**JUNIPER**  
NETWORKS

Driven by  
Experience™

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# Elevator Pitch

**Juniper Support Insights** extends support automation & lifecycle management to the entire Juniper portfolio, giving IT & network operations teams actionable operational health insights that helps improve network performance & uptime.

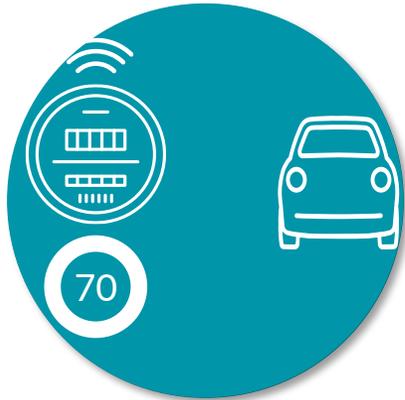


### ? Key Questions for Every IT & Network Operations Teams ?

- *What network assets do you have & where are they?*
- *What is the contract status of those devices & sub-components?*
- *Are they under support, approaching End of Life (EOL)?*
- *Are there security vulnerabilities?*
- *What is your level of bug exposure?*
- *Are you up to date on firmware & patches?*

# JUNIPER SUPPORT INSIGHTS

Customer Experience is undergoing a shift from Reactive to Proactive



Customer

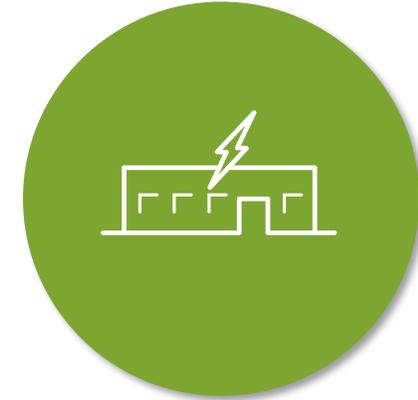
## CURRENT STATE

*Manual*

*Disconnected*

*No visibility on network assets*

*Difficult to troubleshoot*



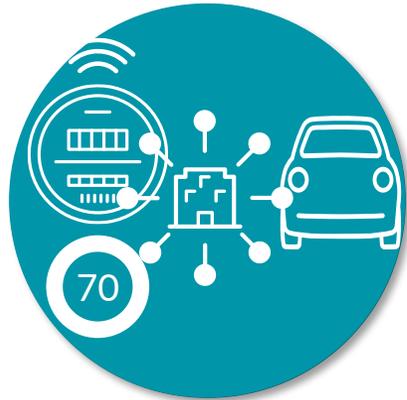
Juniper



**Frustrating**  
**Inefficient**  
**Expensive**

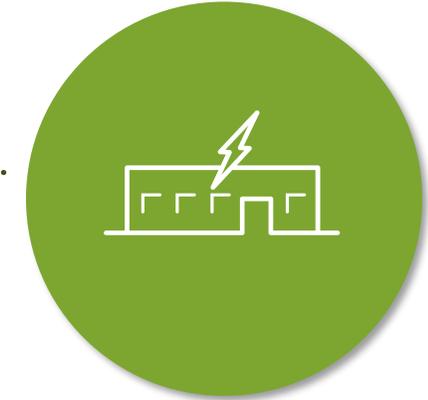
# JUNIPER SUPPORT INSIGHTS

## Cloud enables the shift to Customer Success



Customer

DIGITAL RELATIONSHIP



Juniper

OPTIMUM STATE

*Automated*

*Connected*

*Full visibility on network assets*

*Save time for issue resolution*



**Superior Customer Experience**





# Juniper Support Insights (JSI)

## AI-driven support extended to every Junos device

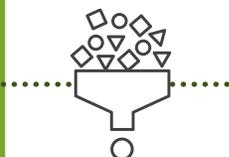
Objective	Contextual
FACTS	INSIGHTS
INCIDENTS	RISKS



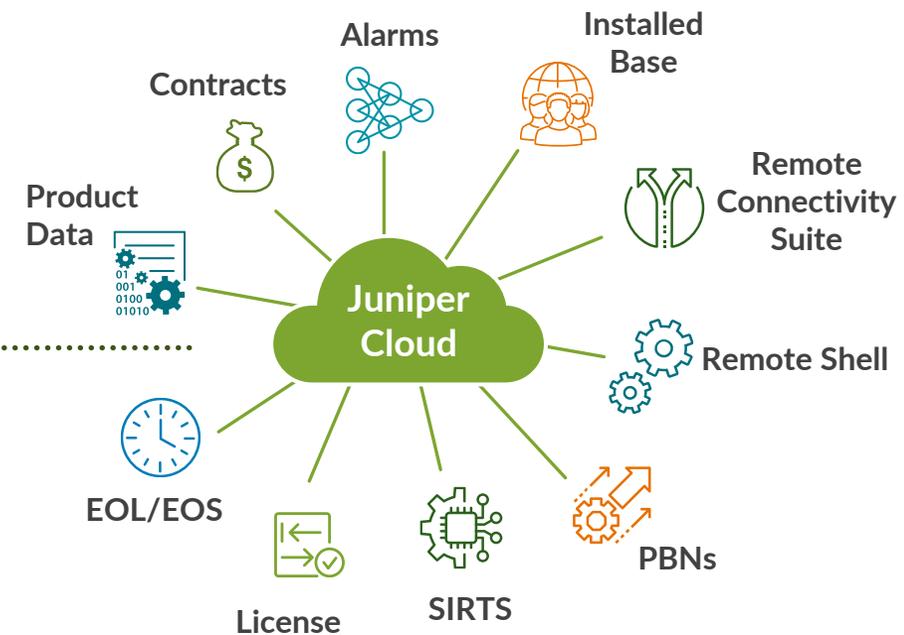
Available as part of active **Juniper Care** service contract.



**Junos Products**  
ACX, EX, MX, PTX, QFX, SRX



**Juniper Support Insights**





## > Operational Health & Inventory

### Simple, Accurate & Easy to access Operational Dashboards & Insights

#### Software & Hardware System Inventory

- Improve accuracy of software lifecycle management
- Increases contract management efficiency
- Reduce operational impact & delays due to lack of visibility & alignment

#### Physical & Logical Interface Inventory

- Improves efficiency of network capacity planning.

#### License Data

- Accurate view of connected devices license data
- Tracks consumption & compliance

#### Configuration Commit Changes

- Improve operations efficiencies through a holistic view of device configuration commits
- Avoid any potential human error
- Reduces effort to gain access to collect all configuration data

#### Alarm & RE Health

- Quickly & easily way to spot issues at an aggregated level, without the need to dive into the individual devices





## > Life Cycle Management Insights

### Actionable Insights for NetOps Increasing Network Performance & Reducing Downtime

#### Contracts & Assets

- Accurate view of Contract & Install Base records
- Easy view of maintenance coverage for planning & forecasting

#### Bugs data

- Accurate view of Bug exposure mitigates network operations disruptions
- Simplifies risk & exposure assessment

#### Security Vulnerabilities

- Accurate view of Security Vulnerability exposure
- Simplify security risk & exposure assessment



#### RSI & Ad Hoc Support Collection

- Request Support Information & troubleshooting commands via JTAC
- Safe, secure & automated data collection on request-approve customer controls.

#### Automated Core & Log File Collection

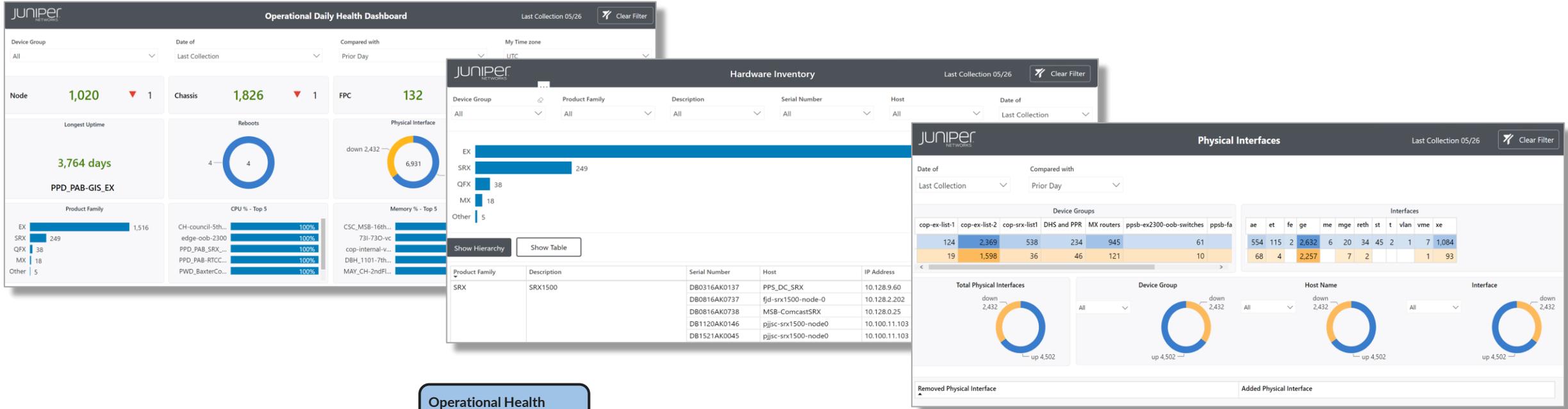
- Automated log file collection improves efficiency & drastically saves time on manual data collection.

#### EOL/EOS Information

- On-demand & accurate EOL/EOS data mitigate network operations disruption.
- Drastically reduces time to collect & manage EOL/EOS data.

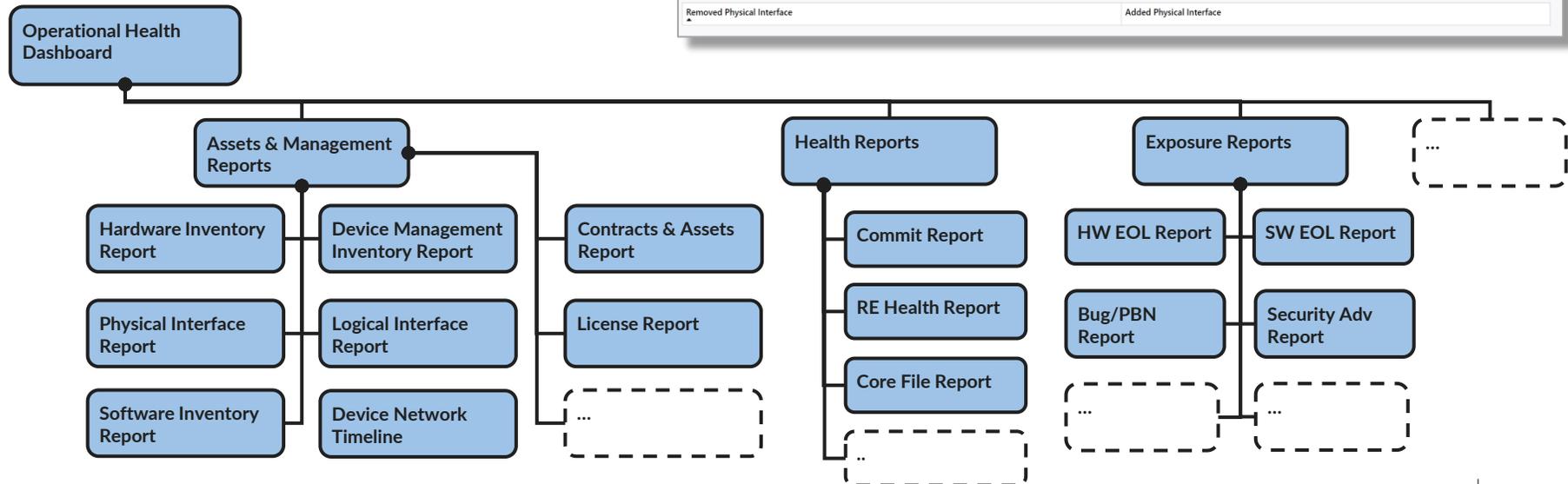
# JUNIPER SUPPORT INSIGHTS

## Operational Dashboards & Reports



### Baseline Reports

- ☑ Full set of standard Dashboards & Reports included.
- ☑ Dashboards & Reports on-going release enhancements based on customer feedback & prioritization.



# JUNIPER SUPPORT INSIGHTS

Easy to Use, Secure, and Dynamically Scalable



## EASY TO USE



- ✓ Collector or collector-less modes of operation
- ✓ Features streamlined provisioning
- ✓ Quick setup – choice of physical / virtual collector

## SECURE



- ✓ Auditable data collection via tracking
- ✓ Zero Residual Footprint prevents data leakage
- ✓ Encrypted Transport Layer Security flows

## SCALABLE



- ✓ Just in Time cloud architecture
- ✓ Support for up to 20,000 network devices per collector

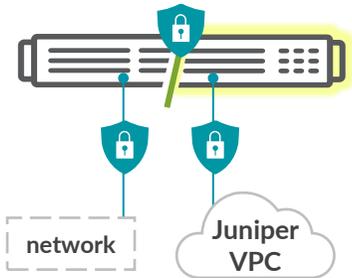
# JUNIPER SUPPORT INSIGHTS

## Easy to Use– simple four step setup process



### 1 DEPLOY & CONFIGURE

#### Secure Collector



- Secure collection via **Lightweight Collector (LWC)**.

- Choice of LWC:

#### Physical LWC

orderable SKU: **JNPR-E-LWC**

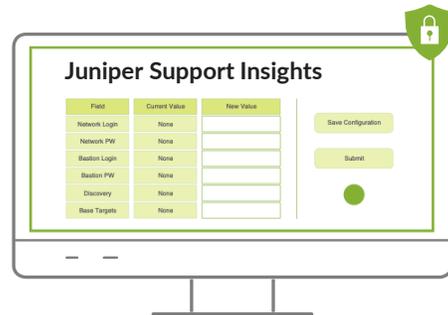
#### Virtual LWC (VMWare)

requested via online form:

<https://supportportal.juniper.net/s/vlwc-form>

### 2 ONBOARD DEVICES

Portal based simple & secure Device Onboarding to trigger collection.



Note: Request JSI roles **Admin** or **Standard** via Juniper Service Manager or Customer Care.

### 3 COLLECT

Periodic secure *Device Fact* collection



### 4 VIEW

Portal Operational Dashboard, Reports & Insights



via *Juniper Support Portal* & secure SSO



[Tech Library](#)

**JSI DayOne + Guide**

# JUNIPER SUPPORT INSIGHTS

## Case Study



- A large US Cable Provider experienced unexpected high turnover in backbone operations management.
- Backbone was hit by several high-profile network outages due to basic network issues.

## Customer Challenges

- Lack of visibility for critical operational network health – current tools lack capabilities. This was amplified due to ops team staffing transitions.
- Ops team could not see:
  - ✓ High RE Memory & CPU Utilization.
  - ✓ Failed Power Supplies.
  - ✓ BGP Sessions to the Backup Route Reflector was down.



## Solution

Juniper Support Insights (JSI)

- Daily reports highlighting **Routing Engine Health**, **Alarm Details**, & **BGP**.



## Outcome

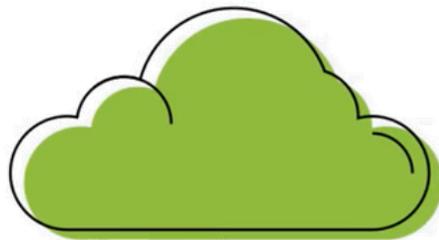
- JSI helped to avoid 15 major outages over a 9-12-month period.
- Each outage represents approx. 1 hour of downtime which would impact approx. 2,000 subscribers.
- According to Gartner, the average cost of IT downtime is \$5,600 per minute
- 15 hours x 60 minutes = 900 minutes x \$5,600 = **\$5,040,000 OPEX saved.**





### Juniper Support Insights: Support for Entire Juniper Portfolio

- ✓ ***Reduces the risks of issues & problems***
- ✓ ***Streamlines operational planning***
- ✓ ***Correlates device data with Juniper specific knowledge***
- ✓ ***Improves inventory management***
- ✓ ***Reduces effort & time in troubleshooting***
- ✓ ***Provides a superior customer support experience***



# Juniper Support Insights

Start a digital relationship with Juniper today.





# CURRENT RELEASE

# JUNIPER SUPPORT INSIGHTS



## Current Feature Overview

Features	Feature Description
<b>Device Facts Data Collection</b> 	Automated collection of <b>Device Facts</b> from customer's environment based on daily collection via <b>Lightweight Collector (LWC)</b> . Secure collection utilizes non-disruptive read-only access to obtain an accurate view of customer's deployed Juniper products necessary to improve the overall support experience.  No Personal Identifiable Information (PII) is collected.
<b>Easily Accessible Support Dashboards &amp; Reports</b> 	Juniper secure portal providing access to Operational Dashboards & Reports.  <a href="https://supportportal.juniper.net">supportportal.juniper.net</a>  Dashboards & Reports easily viewed & exportable.
<b>Easy Set-up &amp; Configuration</b> 	Simple process to setup Collector via captive portal. Easy process for initial set up; <ul style="list-style-type: none"><li>• Simple one-time deployment of collector on-prem.</li><li>• Minimal connectivity requirements; i) to devices to manage/collect data, ii) secure connection to Juniper Virtual Private Cloud.</li><li>• Device Onboarding in the portal to initiate data collection.</li></ul>
<b>Secure Robust Scalable Collector</b> 	Choice of: <ul style="list-style-type: none"><li>• Physical LWC supporting up to 20k devices.</li><li>• Virtual LWC (VMWare) supporting up to 10k or 20k devices.</li></ul> Juniper managed & supported without the need for customer management.

# JUNIPER SUPPORT INSIGHTS

## Current Dashboards, Reports & Features



### Operational Dashboard

- **Dashboard:** Summary data & metrics; hardware, software & network health. Current, historic data collection & comparative views.

### Inventory Reports

- **Hardware Inventory:** Inventory of chassis grouped by product line, in hierarchical or tabular format.
- **Hardware Hierarchy:** Shows parts in a hierarchical manner per their positions inside a chassis with serial numbers & parts description.
- **Device Management Inventory:** Node-level management information including the states of primary/backup routing-engines & device software levels.
- **Compare Hardware:** Shows hardware changes between selected dates.
- **Search Hardware:** Search for specific hardware (serialized & non-serialized) from entire collection history.
- **Physical & Logical Interfaces:** Inventory of physical & logical interfaces, with options for viewing historical data & tracking changes.

### Insights & Exposure Reports

- **Asset & Contract Report:** shows contract, install base records, status and exposure for connected devices.
- **Hardware EOL/EOS:** Hardware EOL/EOS current status and future outlook, in hierarchical or tabular format.
- **Software EOL/EOS:** Software EOL/EOS current status and future outlook.
- **License Report:** Shows details & status of the license features for connected devices.
- **Bug Report:** Shows potential bug exposure based on product model & OS version mapping.
- **Security Vulnerability:** Show potential security vulnerability exposure based on product model & OS version mapping.
- **Serial Number Exception:** Show hardware serial numbers that are missing from Juniper Install Base database.

Dashboards & Report are; dynamically updated, searchable, filterable and viewable in the portal, exportable (PDF/PTT & data formats), can be favorited & subscribed to



For latest set of JSI features view/subscribe to [KB: Juniper Support Insights Features](#)



# JUNIPER SUPPORT INSIGHTS

## Current Dashboards, Reports & Features (Cont.)

### Routing Reports

- **IS-IS, OSPF, BGP, RSVP:** Information about routing protocol state (IS-IS adjacencies, OSPF neighbors, BGP peers, RSVP neighbors).

### Device Health & Alarm

- **Device History Timeline:** Show individual device consolidated details CPU, memory, Alarm, Core dumps, Commit History & EOL data.
- **Alarm Details:** Show current & historic alarm details for collected devices.
- **Commit History:** History of configuration changes (commits) from collected devices.
- **Core dump:** List current and past core dump files from collection devices.
- **Routing Engine Health:** History of CPU/memory/temperature samplings from collected devices

### Remote Connectivity Support

- **RSI, Log & Core File:** Automated collection of Request Support Information (RSI), Log & Core Files by JTAC as part of technical support case, with customer approval & controls.
- **Ad Hoc Commands:** automated secure remote collection of JTAC curated commands with customer approval & controls

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Dashboards & Report are; dynamically updated, searchable, filterable and viewable in the portal, exportable (PDF/PTT & data formats), can be favorited & subscribed to.



For latest set of JSI features view/subscribe to [KB: Juniper Support Insights Features](#)



# EXTERNAL COLLATERAL LINKS

# JUNIPER SUPPORT INSIGHTS

## External Collateral & Links



[Juniper.net/JSI](https://Juniper.net/JSI)

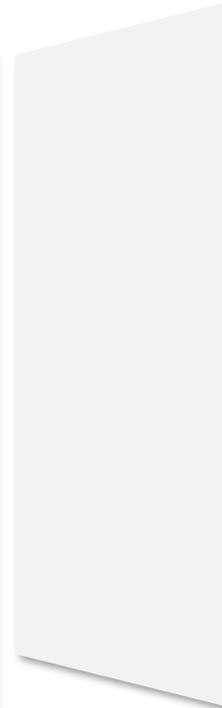
### Juniper Support Insights

AI-driven, cloud-enabled support for your entire Juniper environment.

#### Overview

Juniper Support Insights (JSI) extends AI-driven support to the entire Juniper portfolio, giving IT and network operations teams holistic visibility into the operational health of all their Junos OS devices. Included with Juniper Care, the service easily and securely connects Juniper devices to the cloud and provides actionable intelligence that helps improve network performance and uptime.

[Chat With Us](#)



[JSI Data Sheet](#)



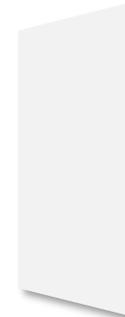
[JSI Security & Privacy Overview](#)



[IDC: Unleashing Network Operations Efficiency with AI-Driven Support](#)



[JSI - A New AI-Driven Support](#)



### Juniper Support Insights (JSI)

Juniper® Support Insights (JSI) automates the collection and reporting of the customer device data. JSI ensures a superior support experience for Juniper customers by providing actionable operational health insights into the devices on their network.

Filter by title

- Set Up**
  - Day One
- How To**
  - Hardware Guides
- Resources & Tools**
  - Support Resources



[JSI Tech Library](#)

# JUNIPER SUPPORT INSIGHTS

## Juniper Support Insights Online Demo



 <https://www.juniper.net/us/en/the-feed/topics/network-automation/juniper-support-insights-demo.html>

Kevin Hayhoe, Product Manager, Juniper Networks

### Juniper Support Insights Demo

DEMO DROP | NETWORK AUTOMATION | OPERATIONS



#### Standard Reports

- Dashboard
- Hardware Inventory
- Hardware Hierarchy
- Device Management Inventory
- Compare Hardware
- Search Hardware
- Physical Interface
- Logical Interface
- Hardware EOL-EOS Status
- ISIS
- OSPF

Date of: Last Collection

Compared with: Prior Day

My Time zone: UTC

Chassis	4	▲	0	FPC	6	▲	0	PIC	4	▲
---------	---	---	---	-----	---	---	---	-----	---	---

Reboots

0

Count of Physical Interfaces

(Blank)

Count of Logical Interfaces

(Blank)

CPU % - Top 5

jtac-MX240-r0...	9%
jtac-MX10003-...	5%
jtac-MX240-r029	4%
jtac-MX10003-...	3%

Memory % - Top 5

jtac-MX10003-...	6%
jtac-MX10003-...	6%
jtac-MX240-r0...	5%
jtac-MX240-r029	4%

Temperature - Top 5

jtac-MX240-r0...	
jtac-MX10003-...	
jtac-MX10003-...	
jtac-MX10003-...	
jtac-MX240-r029	

1:09 - Oct 10

Node Count and Uptime [Top Major Releases]



# PORTFOLIO POSITIONING

# JUNIPER SUPPORT INSIGHTS

## LWC Security

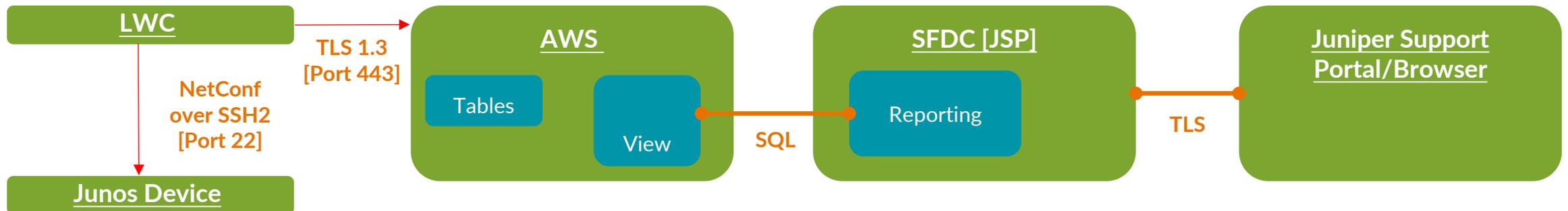


- Ephemeral data processing pipeline
  - In memory only
- Data collection to only necessary bits
- Data deduplication
- Optional Active Proxy to Juniper Cloud
- Optional Bastion Host(s) connection
- Outbound communication only
- Component isolation within LWC

- Multitenant isolation
- AES256 encrypted
- Bi-weekly cert rotation

- Customer Facing
- Juniper Support Portal Integration

- Standard Web interface via Juniper Support Portal
- Juniper SSO
- JSI RBAC - Admin and Standard JSI roles



# JUNIPER SUPPORT INSIGHTS Architecture Overview

## SOLUTION ARCHITECTURE

### Presentation Layer



Standard User



Operational Dashboards & Reports



Admin User



Device Onboarding



Remote Connection Approval & Controls



### Collection



DCC mode



Junos



LIGHT WEIGHT COLLECTOR

DDC mode



"Mist"-ified

### Data Collection Methodologies

DCC: Device to Collector to Cloud

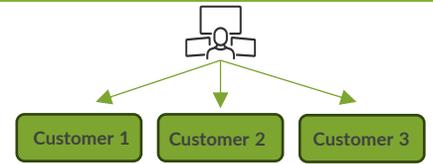
DDC: Device, Direct to Cloud



Data Management: Insights & Analytics

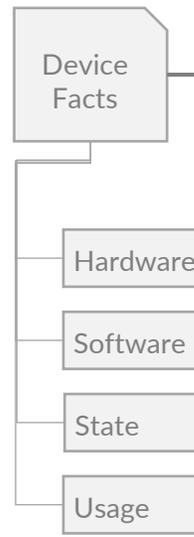


- Partner Support  
Manage multiple customers effortlessly from a single window.

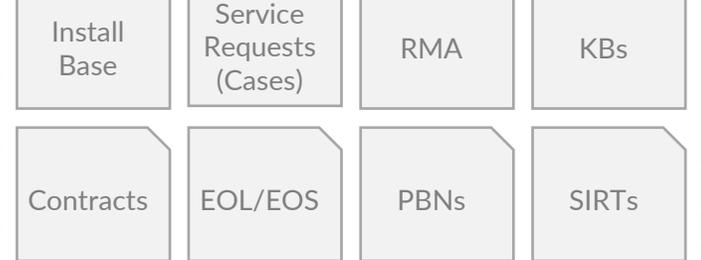


## SECURE BUSINESS DATA INFRASTRUCTURE

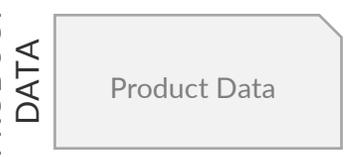
### COLLECTED DATA



### SUPPORT DATA



### PRODUCT DATA



### Business Insights & Analytics



### Technical Insights & Analytics



# JUNIPER SUPPORT INSIGHTS

## Complements Juniper Software for Automated Operations



Automated Operations  
[Read / Write]



Automated Support  
[Read only]



Available for all Junos platforms  
for all **Juniper Care** customers

# JUNIPER SUPPORT INSIGHTS

## Portfolio Positioning



### SUPPORT AUTOMATION

### NETWORK AUTOMATION

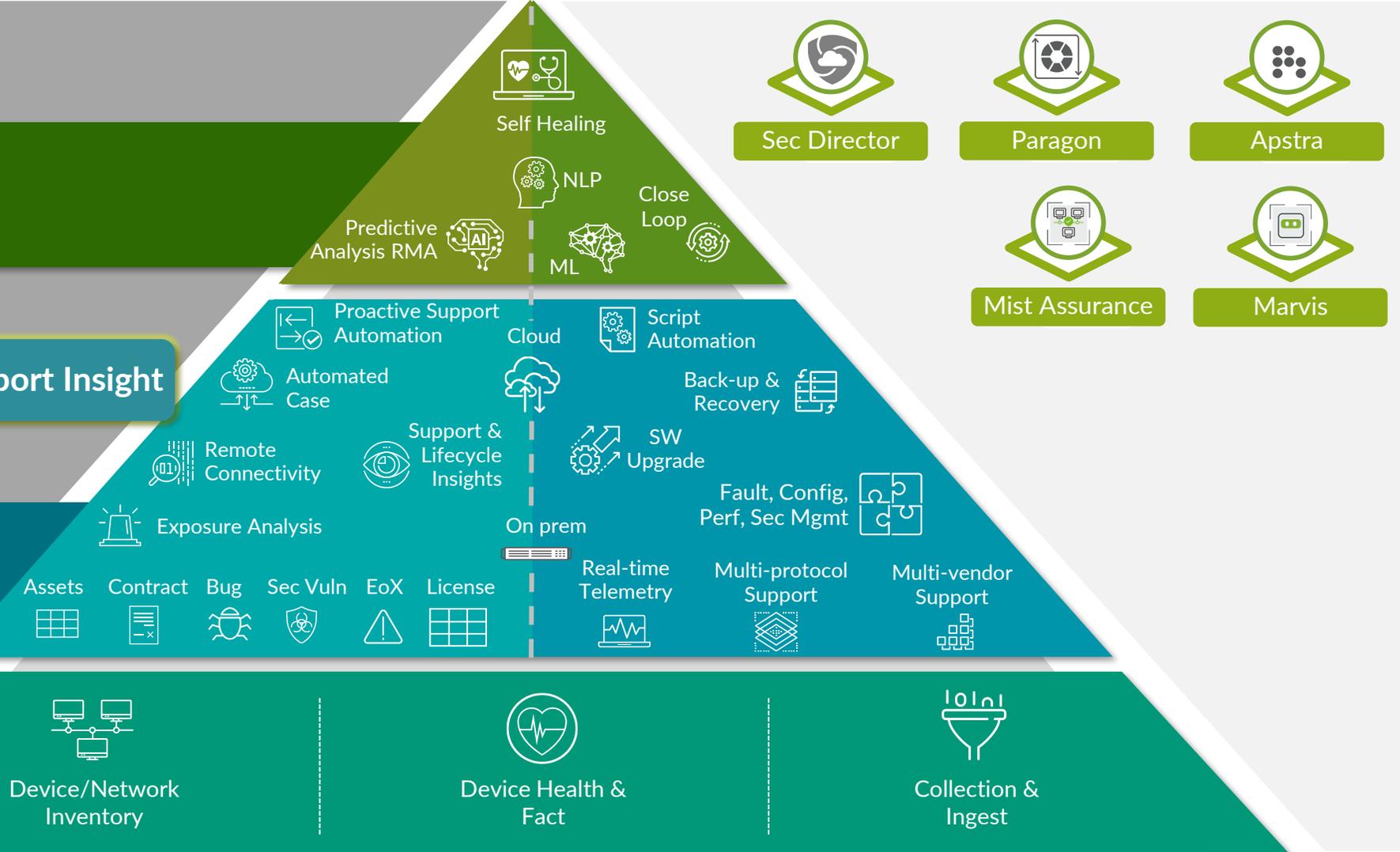
#### AI OPS

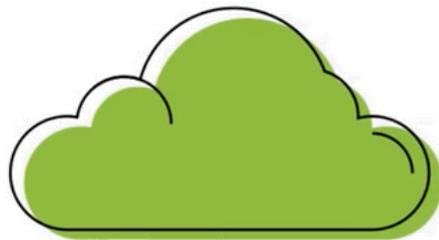
#### MANAGEMENT & AI TELEMETRY

#### BASE INVENTORY & COLLECTION



Juniper Support Insight





# Juniper Support Insights

Start a digital relationship with Juniper today.





# THANK YOU

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NETWORKS

Driven by  
Experience™