
SUCCESSFUL NETWORKING PROJECTS

It might be more a question of whom you know than what you know.

Network, telecom, and security projects—whether large or small—usually involve a variety of products. Juniper Networks has a broad experience in deploying multivendor solutions, often developed in conjunction with knowledgeable network integration partners or channel partners whose skills we have certified. Thousands of engagements of this type have led us to conclude that a simple three-phase approach to projects reduces complexity while still allowing the granularity necessary to ensure project success.

Our lifecycle approach starts with a Plan phase, in which the project goals are established, the architecture is detailed, the products are selected, and the design is finalized. The model then moves on to the actual Build phase of the project, comprising testing, proof of concept, staging, migration, and finally the move into production. The project now enters the Operate phase as the new products and services are integrated into the daily operational environment. As the environment evolves over time and new needs arise, a new planning phase is necessary, and the lifecycle starts again.



PLAN

Assess, design and plan your network.



BUILD

Deploy your new or upgraded network and security system.



OPERATE

Keep your network up and running.

Although acquiring hardware and software is a major investment, it only occupies a brief part of the entire lifecycle. The investment in the planning and operations that go around the equipment is in many ways just as important and can turn out to be the bulk of the time and

expense of the project. This requires a depth of skills and experience that many organizations do not possess, and they are needed only for the period of the project. Bringing in outside assistance is an extremely cost-effective way of ensuring project success.

Insider Help – from Outside

Such consulting resources are available from many sources. Independent consultants or the product vendor can be a good source of such expertise. However, our opinion is that in many cases a well-qualified network integrator or

channel partner is better positioned to give advice on planning and building the solution because a solution involves products from several different vendors, and the integrator has relationships with all of them. From your

point of view this is a real benefit, because the integrator's consultants can help evaluate the technical advantages of each possibility and put together a solution that exactly meets your needs—without focusing on a single vendor's products.

You are also likely to need to integrate the management of the new equipment into existing administrative structures. A network integrator is an excellent choice of partner for the development of the necessary interfaces into an existing network management environment. The integrator can also handle much of the logistics involved in receiving, staging, and deploying equipment when and where it is needed.

It is important, however, that the integrator be accredited by the vendors who are part of the solution. Good advice depends on an in-depth,

up-to-date understanding of the products, technologies, and best practices appropriate to the project. When a vendor certifies and accredits a partner, it is a sign that the partner has met rigorous standards to ensure the highest quality of service. This provides you with the assurance that the integrator really is on top of its game and can be counted on to provide an informed recommendation based on the same tools and methodologies that the vendors would have used. If the integrator isn't accredited, or the vendor has no program, beware.

Remember that as the vendor, no matter who designs the solution, it is our name on the product. That is why at Juniper we have programs that certify our Support Services Partners as well as our Professional Services Partners. You can count on getting the same level of support and consulting from them as you do from us.

Local Support with Global Backup

Juniper Support Services Partners deliver their own brand of technical support and services, backed up by Juniper's support infrastructure, Juniper Networks® Technical Assistance Center (JTAC), and special Juniper service and support offerings available only to Support Services Partners. This means that when you experience a networking issue or problem, you can call the Support Services Partner for a speedy resolution, usually in your local language.

Juniper carefully selects its Support Services Partners. They must possess a network operations center (NOC), security operations center (SOC), or both, and they must have deep technical resources, local knowledge and resources, and demonstrate technical expertise and a dedication to excellence. Support Services Partners are required to make a significant investment in service infrastructure, people, process, tools, certifications, and education.

Repeatable and Proven Professional Services Delivered Locally

Experience shows that the most successful projects begin first with an initial assessment of the current environment and a very clear description of the needs and requirements of the desired environment— not just what it is expected to do but how it is to be managed on a day-to-day basis, regardless of the actual

products selected. Detailed planning of how to migrate from the current state to the desired state is crucial to avoid unexpected problems, delays, and user or application downtime. This kind of activity is not something that can be improvised, and it is an example of where vendor certification is important. At

Juniper Networks, for example, our detailed network consulting and project management methodologies are shared with our certified Professional Services Partners, ensuring effective project planning and design.

Juniper Networks Professional Services Partners must pass a rigorous annual audit and typically provide a wide array of network planning, design, and implementation services. A few examples include proactive network assessments, architecting and

installing integrated Juniper solutions, network conversions and migration services, and proof-of-concept testing.

Juniper Networks Professional Services Partners deliver repeatable and proven Professional Services expertise available to you locally. Some partners offer fixed-price, fixed-scope Professional Services—this can translate into lower network deployment costs and faster time to market for you.

Conclusion

Structure and rigor are the hallmarks of a successful project, and the best outcomes are achieved when the entire lifecycle is taken into account from the very beginning. Experienced consultants are well placed to help you determine where you are and where you want to get to, and they can provide an external perspective on the gaps in your existing capabilities. In addition, they can bring their broad industry experience to bear and provide ideas on potential areas of improvement using technology to address your business issues. In

many situations the best consultants are found with network integrators and channel partners. Major vendors, such as Juniper Networks, have certified partners whose consultants and engineers can provide you with exactly this sort of experience, and who also have the advantage of a close working relationship with the vendor. This powerful combination of a local partner and global vendor enables you to be sure of the best results at each stage of the networking lifecycle.

Juniper Networks Customer Services and Support

The Juniper Networks Customer Services and Support team consists of over 1800 Juniper support personnel and more than 1000 consultants within our partner community. Our global Professional Services team alone consists of more than 200 senior-level consultants, each with an average of over 10

years' networking experience within multiple industries. For more information, visit <http://www.juniper.net/us/en/products-services/services/technical-services/>.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that

transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net



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