



Juniper Network Services & Support

Top Gun Technology provides Mission Critical Support Services® to Fortune 1000 companies by leveraging its OverWatch™ framework that digitally connects technology, service operations, engineering and global logistics. Within this framework, Top Gun's TPM 2.0™ program delivers agile maintenance and support solutions explicitly designed for complex networking, hybrid-compute and storage environments. Top Gun Technology is recognized as an engineering-led firm that clients trust to support their most critical technologies spanning the data center to the network's edge. **Proven, Trusted and Reliable**™.

TPM 2.0 support optimizes performance, availability and resiliency of your Juniper network infrastructure. Top Gun's Juniper Network Solutions Portfolio offers a comprehensive range of technical support options, consulting services and cost-effective hardware solutions.

Request a courtesy TrueView™ Analysis that will reveal the most reliable and cost-effective strategy to support your Juniper network's core and edge devices.

Support for Juniper Product Families

- Juniper EX, MX, QFX, SRX M, NAP
- Juniper Firewalls
- ***Juniper Models Supported***

Juniper EoSL Announcements

Monitor ***Juniper End-of-Life Notices***. As Juniper announces support changes, stay prepared to transition support to Top Gun's services.

Juniper Network Service Highlights

- 24/7 access to Top Gun L3 Network Engineers
- Global network of 1,100 Top Gun Certified field technicians for onsite support
- Digital connections and automated workflows
- Strategic sparing solutions aligned to your geographic footprint and SLA requirements
- ServiceNow® connectivity with case management, asset tracking and contract services platform
- Service management based on ITIL 4 practices
- Preventative services that proactively avoid business disruption
- TrueView Advisory that reveals an optimal combination of Juniper and Top Gun support
- Transitional services tailored to your operation and timeline

Focused on Value Creation

- Reduce operating and capital expenditures by extending the life of your network hardware investments
- Recognized value from hardware distribution densities
- Achieve global service consistency
- Meet your changing demands with an agile service delivery model
- Gain control over network upgrades and refresh cycles
- Reallocate funds and resources to higher-value initiatives
- Increase performance and compress resolution times
- Succeed with a veteran-owned, financially independent company



OverWatch Service Delivery Framework

Top Gun strategically integrates engineering, automation, analytics and personalization for faster, more effective recovery to help keep critical business operations running and proactively avoid disruptions.

Digital Automation

- Unparalleled digital integration across all service processes
- Support for multiple ITSM connections
- Cross-functional data routing for increased visibility and accuracy

Service Management

- ServiceNow
- Incident management
- Automated escalations
- Real-time visibility
- Transition management
- Asset management
- Contract management

L3 Engineering

- 24/7 Global support
- Directly connect with L3 Engineering
- Root cause analysis
- Remediation planning
- Engaged until resolution
- Dedicated Tier II R&D

Field Operations

- Strategic sparing
- Secure warehousing
- Global logistics
- Monitored transports
- Shared visibility

Enhanced Value with IT Enablement Solutions

Get the most value from your Juniper Network solution by engaging Top Gun to help you accelerate projects and tackle asset lifecycle changes. Whether a need for day-to-day tasks or turnkey project delivery, Top Gun is a natural extension to your team. As a multi-platform global services provider, Top Gun is your single partner, not only for your Juniper network hardware but, for all of your mission critical technologies.

- Data migration services
- Managed IMAC (Installs, Moves, Adds and Dispatch)
- Data erasure and disposition services (**ITAD**)
- Hardware buyback, trade-ins and upgrades
- Site audit services
- **Wireless surveys**
- Performance and capacity planning
- Data Center Relocations

Additional Resources

- **TrueView** Optimization Assessment
- **EoS** Announcements & Library
- Follow **Top Gun at LinkedIn**
- **Technical Blogs**
- **Case Studies**
- Supported Technologies:
 - **Server**
 - **Storage**
 - **Network**
 - **Software/OS**

Contact Details

- **Request Dialogue or Quote**
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