Support Plans for London Olympics

Juniper Networks Contingency Planning for Customers

The 2012 Summer Olympic and Paralympic Games will be taking place in London. The dates of the Olympics are 27 July - 12 August, those of the Paralympics 29 August - 9 September. The Games will be held in close proximity to large corporate offices in the City of London, the Docklands and in other locations around the United Kingdom where events will take place. Some disruptions to normal ground transportation patterns can be expected as a result of events taking place outside of stadium areas (marathon, cycling, etc.), in addition to the impact of the large number of visitors expected to the British capital. To help ensure that Juniper Networks’ customers can enjoy the levels of support for which they have contracted, Juniper has put in place a number of contingency plans for the period immediately preceding, during, and after the Games.

Customer Operational Impact

Overall, the most significant impact around the Olympics is likely to be an increase in the number of people working from home. We therefore encourage our customers to start planning for this early and ensure that they have adequate remote access and ICE (In Case of Emergency) licences to cope with this burst in demand. Please contact your Juniper Networks Account Manager or Juniper Partner for ordering information.

Access to Juniper Technical Assistance Centre (JTAC)

All Juniper Technical Assistance resources are located outside of the UK. For normal telephone or internet access to TAC, CFTS or Expert-to-Expert engineers there should be no adverse “Olympic-effect”.

Physical Delivery of Parts

The greatest potential impact of the Olympic and Paralympic Games on Juniper customers will be in honouring our support contract commitments for the delivery and installation of replacement parts. Directly affected may be our customers with Next Day (ND), Next Day Onsite (NDCE), Same Day (SD) and Same Day Onsite (SDCE) support contracts in the UK.

Juniper Networks has an extensive list of the routes, dates and timings of various events such as Marathon, Triathlon, Walk, Cycle road race and Cycle time trials. Based on our evaluation of the postcodes affected there should be minimal disruption to our ability to deliver replacement parts across all service levels.

Of greater impact is likely to be the Olympic Route Network and Paralympic Route Network (ORN and PRN), which are networks of roads linking all the competition and key non-competition venues for the Olympic Games and Paralympic Games. These key routes will enable participants, such as athletes and officials, to travel between venues and their accommodation. Although priority will be given to Olympic traffic, most sections of the ORN and PRN will not generally be blocked to other traffic; there will, however, be restrictions on lane usage, turning, parking and stopping. It should also be noted that the Olympic Route Networks cover less than 1% of the London road network and these routes will not all be operating at the same time; equally they will only be operating during the relevant time...
periods necessary for the events in question. Our analysis of current Juniper Networks installed base shows that less than 6% of our Next Day (ND) replacement contracts and less than 4% of our Same Day replacement contracts for the relevant areas are located in postcodes on the Olympic Route Networks, the various games events using the public road network or the arenas/other key areas in East/Docklands and Central London. There is clearly some potential risk of impact on customers in these areas; due to the short time frames involved, the potential risk is greatest for our Same Day contracts. Our goal is to minimise the potential impact for all our customers. Hence we have taken the following steps:

- **Same Day (4 hr) Delivery**
  UPS, our provider for this service level, will be implementing a series of alternatives to the standard delivery taxi or truck involving driving into hubbing areas then having options including bicycle courier, walking couriers, and use of public transport. Their expectation is to be able to meet their standard 4 hour requirements through these means into and around the areas where congestion may be expected.

- **Next Business Day Delivery**
  It is not expected that there will be major impact to Next Day services, however Juniper is taking two specific dispositions:
    - We will be repositioning some key additional inventory from our Distribution Centre in the Netherlands into our Heathrow depot so that we could use this as backup in the event of delay
    - Over the Olympic period the Support Delivery Team in Amsterdam will specifically monitor all Next Day deliveries into the London area, so that in the event of delay the customer can be contacted proactively to determine if backup action is required.

- **Onsite Engineer (CE) contracts**
  For both Next Day and Same Day delivery the percentage of contracts impacted by the Olympic Route Networks or venue locations is further reduced: less than 4% for both. It is not expected that there will be major impact to ND services and we are currently working with our provider, NCR, to ensure that all SD contracts in the relevant areas are flagged and closely monitored. NCR is working on its plans and will be applying similar approaches to UPS to enable access to areas which may be impacted by congestion.

Other actions which Juniper will be taking to anticipate other contingencies:

- **Use of a secondary stocking location in the London City area** to reposition a subset of relevant parts based on contracts in that area from our Heathrow depot. This will make parts available closer to delivery locations in the highly sensitive City and Docklands areas. Please note that this does not mean stocking of spare parts on individual customer sites.

- **Very focussed attention on all Same Day London deliveries** during the Olympics period so that any delays can be proactively notified and amelioration plans made.

- **Specific training of our Customer Care staff and a clear link to the Juniper Technical Assistance Centre staff in Amsterdam** who will be able to review specific requests and respond accordingly.

### Conclusion

The 2012 Summer Olympic and Paralympic Games will likely see major disruptions in the normal patterns of traffic and congestion in the greater London area. This does not, however, mean that Juniper customers need necessarily be negatively impacted. Although there can be no guarantees when dealing with an event of this magnitude, Juniper Networks has put in place contingency plans which give us a high degree of confidence that we should be able to honour our support commitments to all of our customers and partners.