

# Resident Services

## Inside Resident Xpert (iResident)

Many enterprise organizations traditionally look for point solutions to manage unstructured data. These solutions create inefficient infrastructure silos, inherent complexity, and are difficult to manage, deploy and scale.

### OVERVIEW

Nutanix Inside Resident Xperts (iResidents) are trusted resources with extensive industry experience in daily operations across Nutanix and other infrastructure solutions within the multi-cloud environment. Nutanix Resident Services provides dedicated resources who implement industry best practices and share expert advice on the Nutanix platform.

Globally based in Nutanix Digital Delivery Centers (DDCs), iResidents work remotely with the customer. They are cost effective and readily available resources for customers who want to effectively operate Nutanix infrastructure, deliver operational excellence and continually improve business outcomes.

### SERVICE SCOPE

iResidents are positioned based on your organization's requirements with full access to the Nutanix knowledge base and resources. The iResident service is offered as a 6- or 12-month engagement and is available for growing customers with valid production and mission-critical support contracts. iResidents operate remotely during customer business hours, supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative.

#### Nutanix iResident

##### Key Responsibilities

iResidents are backed by our world-class Customer Experience and Support organizations and can help your business with:

- **Day-to-Day Operations Management.** Manages operations of your hyper-converged infrastructure (HCI) lifecycle, including workload deployments, upgrades, patch management, inventory management, performance monitoring, troubleshooting, reporting and more. Coordinates with your team on critical business and technical matters, multi-vendor escalation and planning.
- **Hybrid, Multi-Cloud Planning & Migration.** Provides support for cloud infrastructure planning and migration across a broad set of infrastructures, including physical to virtual (P2V), cross-hypervisor virtual-to-virtual (V2V), on-prem to public cloud or public cloud to on-prem.

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## THE NUTANIX DIFFERENCE

Achieve optimum health of your Nutanix infrastructure and accelerate value realization

- **Expert Operators** - A Nutanix product Xpert supported by a global DDC team drives operational excellence, keeps your infrastructure up to date thereby continuously helping your organization realize sustained Nutanix platform advantages
- **Improved application availability & operations** - iResidents work with you to proactively manage common and unique risks - improving uptime and TCO while maximizing your return
- **Your personal advocate & champion** - Your iResident coordinates and resolves issues across experts in support and escalation engineering with timely, concise communications, reporting and quarterly business reviews
- **Education to build skills** - Enriches your staff's knowledge of Nutanix technology application and best practices coupled with engagement with product, solutions and other experts

- **Operational Excellence.** Improves resource optimization and capacity utilization by analyzing, optimizing and recommending solutions. Improves operational excellence outcomes with delivery of enterprise and hybrid cloud orchestration as well as automation solutions and best practices.
- **Operational Risk Management.** Minimizes service disruption and reduce risk by promptly managing critical issues and escalations to resolution. Eliminates exposure by proactively conducting comprehensive health assessments, implementing best practices and mitigating risks.
- **Regular Planning, Coordination & Reporting.** Works collaboratively with your teams to proactively prepare for new projects with joint planning and training, best practices and known risks. Delivers customized reports providing insight into the health of your environment. Develops plans and recommends strategies for scaling, maximizing ROI and conducting proof of concepts (POCs) for portfolio products.
- **Technical Training & Knowledge Transfer.** Supports your teams with in-depth product knowledge, training and proven skills to help streamline and optimize your Nutanix enterprise cloud operations. Facilitates product and technology enablement sessions for your team.
- **Industry Expertise & Best Practices.** Demonstrates specialized skills in managing databases, virtual desktops and DevOps toolchains. Drives automation using Nutanix API, tools and solutions.

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## WORK DAYS

Full year resident	230 work days
Half/Shared resident	115 work days
One month resident	19 work days

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## TERMS AND CONDITIONS

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>



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