Technical Account Management Services

Technical Account Manager (TAM)

The Nutanix Technical Account Manager (TAM) service assists customers in preemptively addressing risk while enhancing their business outcomes. The Nutanix TAM is a cross-functional advisor who works collaboratively to optimize Nutanix enterprise cloud deployments. With a proactive approach, the TAM provides expertise on data center infrastructure, operations, and best practices. Supported by Nutanix's world-class Professional Services and Support organizations, the TAM ensures that your Nutanix environment is well-managed, healthy, and high performing.

Service Advantages

The Nutanix TAM Service approach is simple - make and keep Nutanix customers healthy, happy, and successful. TAM offerings focus on deliverables and outcomes versus a time-bounded model. The TAM service provides:

- **Trusted business partnership:** Accelerate business value by optimizing technology deployment aligned with your datacenter strategy, continuously helping your organization realize sustained Nutanix platform advantages.

- **Improved application availability and operations:** Work with you to proactively manage common and unique risks, improving uptime, TCO and maximizing return.

- **Your personal advocate and champion:** Coordinate and resolve issues among support and escalation engineering experts through concise and timely communications, reporting, and quarterly business reviews.

- **Education to build skills:** Enrich your staff's knowledge of Nutanix technology application and best practices by engaging with product, solutions, and other experts.

Service Scope

The Nutanix TAM service is offered as a 12-month engagement. A Nutanix TAM is available for customers with valid production and mission critical support services. They operate during regular local business hours, supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative.

Key Benefits

- Minimize service disruption and reduce risk by promptly managing critical issues and escalations to resolution.

- Eliminate exposure by proactively advising customers regarding best practices and known risks.

- Provide insight into the health of your environment with regular reviews and detailed reporting.

- Be better prepared to take on new projects with joint planning and training, including best practices and known risks.

- Get a front seat to new features, technologies, and solutions, including technical previews.

- Mitigate operational risks and improve availability with experience and solution knowledge.

Details

Customer Advocacy
- Primary and proactive focal point into Nutanix to address business, technical and support matters
- Coordinate product experts, engineering, support, and services meetings
- Coordinate with customers on critical business and technical matters
- Prioritize customer-requested new features
- Multi-vendor escalation and coordination

Operational Risk Management
- Perform comprehensive health checks and present recommendations to address findings
- Drive and coordinate issue management, escalation, and resolution
- Improve capacity utilization: Analyze, optimize, and recommend solutions
- Optimize service management and license usage optimization
- Review all software and firmware and provide recommendations for standardization

Analytics & Reporting
- Customized service analytics and reporting: Uptime, software and hardware reliability, utilization
- Capacity and utilization analysis
- Performance and health audits as well as reporting
- Event analysis and reports on critical cases

Business & Support Planning
- Develop, plan, and recommend strategy for scaling and maximizing ROI
- Define customer success metrics for the business
- Plan and prepare for significant customer events or major project launches
- Review software and hardware lifecycle

Education & Best Practices
- Customer learning assessment
- Facilitate product and technology enablement e.g., Lunch & Learns
- Share best practices and white papers specific to customer environment
- Facilitate product roadmap presentations with Nutanix experts

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/professional-services/terms-and-conditions Learn more at www.nutanix.com/services

> " Our TAM has been instrumental in aligning our IT strategy and requirements to the Nutanix product roadmap, shaping our overall virtualization ecosystem.
>
> Jon Walton
> Chief Information Officer for the County of San Mateo

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