



# **XC Series Conversions to XC Core**

## **FREQUENTLY ASKED QUESTIONS & SALES PROCESS**

**Dell EMC – Open HCI - Product Management**

**NOT FOR DISTRIBUTION TO CUSTOMERS**

This is an internal document designed to guide Dell EMC Teams on the XC Series conversion process.

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## 2 Change Table

DATE	CHANGES
2019-04-25	v01 – initial draft

## 3 Document Ownership

If a question arises about the XC conversion process, please contact Dell XC Nutanix Program Office (NPO).

[xc-conversions@dell.com](mailto:xc-conversions@dell.com)

## 4 Frequently Asked Questions

Click [HERE](#) to jump down to the “Sales Process” Q&A...

### Q: What is being announced and what are the customer benefits?

**XC Series Conversions** are now available for customers to move from XC Series (with OEM license and Dell SW support) to XC Core (with Nutanix Software Choice licenses and Nutanix SW support) . An XC Series Conversion provides customers the following benefits:

- Separate HW and SW support for existing XC Series nodes
- Adopt NTX Capacity Based Licensing (CBL)
- Move to term-based, transportable license
- Expand converted cluster with XC Core nodes
- Call NTX directly for support

### Q: What are the benefits for Dell EMC Sales?

- Sell XC Core in existing XC Series clusters that have been converted
- Better compensation on XC Core

### Q: When was the conversion program launched?

The XC Conversion program was launched as a pilot program in April 2019. It is now formally available.

### Q: Is this offer available worldwide?

Yes.

### Q: Refresh my memory, what is the difference between XC Series and XC Core?

XC Series is a family of Dell EMC Nutanix-powered hyperconverged appliances, which Dell EMC has shipped for over 4 years. It is an appliance that integrates a Dell PowerEdge server and Nutanix software that is sold under the Dell EMC XC Series brand. Nutanix software is pre-loaded for easy customer deployment. The sale also includes a Nutanix 'life of device' license, as well as term-based Nutanix software maintenance and support.

XC Core is a new family of XC appliances whose hardware, middleware, software pre-loads are identical to XC Series appliances; however, XC Core does **NOT** include Nutanix licensing, maintenance, and support. With XC Core, the licenses are term-based and acquired separately through Nutanix reseller partners.

Solution Element	XC Series	XC Core
XC Branding	✓	✓
PowerEdge Server HW	✓	✓
Integrated HW Enhancements	✓	✓
PowerTools API Middleware	✓	✓
Dell EMC HW Support	✓	✓

Nutanix Software Bits	✓	✓
Nutanix Life of Device License	✓	No
Nutanix SW Maintenance	✓	No
Nutanix SW Support	✓	No

**Q: Who can convert their XC Series to XC Core?**

Anyone who owns XC Series nodes

**Q: How much will a conversion from XC Series to XC Core cost my customer?**

A conversion is not a transaction between a Dell sales team and your customer. But rather, the cost of a conversion is the transaction price between your customer and the Nutanix reseller who is providing the new licensing and support contracts. Dell is not privy to the Nutanix pricing model.

However, for customer with existing (and valid) XC Series software maintenance and support contracts, Nutanix will grandfather the remaining term of the contract into their quotes to the customer.

**Q: What is the process for conversion?**

At a high level, the customer will need to

1. Contact their Nutanix sales person to proceed with the Software license, and in turn, customer needs to contact their Dell sales person.
2. If your customer wants to convert their XC Series to XC Core, have them provide a list of the service tags that are to be converted.
3. You will need to make sure all Hardware support contracts are current. Otherwise, a renewal on the hardware only will need to be done.
4. You will submit the conversion request to XC: Quote tool, which the conversion tracking is currently being developed. For the short term, you will submit the request to the NPO team via email to request the conversion.
5. NPO team will work with Nutanix team and renewals team (if required) to complete the conversion.

**Q: Who does sales contact on the Dell side?**

Sales can contact Nutanix Program Office at [xc-conversions@dell.com](mailto:xc-conversions@dell.com) with any questions regarding converting to Core.

**Q: Who does sales contact on Nutanix side?**

There should be a Nutanix sales rep that is on the account team.

**Q: How do I renew my XC Series if it is converted to Core?**

If your XC Series has been converted to core, then a standard renewal is all that is needed. Reach out to the APOS ISR on the customer account to create your XC Core renewal.

**Q: Do the nodes need to have an active HW support contract?**

Yes. In order to complete the conversion to core, all XC nodes need to have an active support contract. A renewal can be processed simultaneously with the conversion.

**Q: Is the hardware available for year 6 and beyond for support?**

Yes, for HW only, the customer can renew beyond 5 years. A discussion with Nutanix is required for SW support.

**Q: Does HW support dates and SW support dates need to be aligned?**

For XC conversion nodes, no. The support dates on the HW do not need to match the support date on the SW that is being purchased directly thru Nutanix.

**Q: Is the conversion process disruptive to the customer's production environment?**

No, it is not disruptive. The customer will need to "convert by cluster", meaning if they do a partial conversion, all nodes in a single cluster will need to be converted.

**Q: What kind of communication does the customer receive?**

Dell will be sending a letter acknowledging the change in contract terms. Customer will need to sign this letter and send back to Dell in order for conversion to be completed. Nutanix will also have documents for the customer to sign.

**Q: If a customer converts to core, who do they go to for SW upgrade? HW upgrade?**

For SW upgrades, the customer will need to go directly to Nutanix.  
For HW upgrades or add on's (Like adding NIC's, DIMM's, SSDs, etc) the customer will go to Dell sales. Adding SSD's will require Nutanix software upgrade licensing, done directly with Nutanix.

**Q: If a customer converts to Core, can they convert back to Series?**

No. Once a conversion is completed from Series to Core, it cannot be reversed.

**Q: If I have already paid for my SW and maintenance thru Dell, and have time left on my support, will I be compensated for my leftover support time?**

No, Dell will not be refunding any leftover support on the customers current contract. Customer will need to have a discussion with Nutanix about grandfathering any remaining support.

**Q: Can a customer do a partial conversion?**

Yes, customer can request a partial conversion, but the customer needs to convert by "clusters", meaning all nodes in a cluster have to be converted.

**Q: Who do I contact for a customer who needs to renew but also wants to convert?**

If a XC Series customer needs a renewal request, have your APOS ISR follow the XC Series Renewal process. In the request, please also note that customer wants to convert their Series nodes to Core. NPO team will receive this request and follow thru with Dell Sales and with Nutanix.

**Q: Do I need to provide service tags?**

Yes, XC Series service tags that are to be converted need to be provided to the NPO team.

**Q: How long will the conversion process take?**

Because we are working with Nutanix and there are many different things that need to happen on both side, the total process could take 2 weeks or more.

## 5 What is the **Sales Process** and how do I get started?

STEP	ACTORS	ACTIVITY
01	Sales Team	<ul style="list-style-type: none"> <li>• Sales discovers a customer opportunity for conversion to Core                             <ul style="list-style-type: none"> <li>○ Sales determines if the customer is interested in exploring the conversion of their XC Series to XC Core</li> </ul> </li> </ul>
02	Sales Team	<ul style="list-style-type: none"> <li>• Sales collects service tags</li> </ul>
03	Sales Team	<ul style="list-style-type: none"> <li>• Sales submits request to NPO team</li> </ul>
04	NPO	<ul style="list-style-type: none"> <li>• Reviews for completeness and sends to NTX</li> </ul>
05	NPO NTX	<ul style="list-style-type: none"> <li>• NTX advises NPO of status of conversion                             <ul style="list-style-type: none"> <li>○ Is there a SW contract set up</li> <li>○ Is Nutanix sales involved</li> </ul> </li> </ul>
06	NTX	<ul style="list-style-type: none"> <li>• Nutanix sends update to NPO that customer has signed agreement</li> </ul>
07	NPO	<ul style="list-style-type: none"> <li>• NPO sends letter to customer for acknowledgement of support change with cc Dell Sales</li> </ul>
08	NPO	<ul style="list-style-type: none"> <li>• Letter is received back from customer and filed by NPO</li> </ul>
09	NPO	<ul style="list-style-type: none"> <li>• NPO sends request to GTT to add “XC Conversion to Core” info SKU to tags</li> </ul>
10	NPO	<ul style="list-style-type: none"> <li>• NPO notifies Dell Sales of Completion.</li> </ul>

