

Nutanix Residency Service

Service Benefits

Provides an IT resource with Nutanix and virtualization expertise

Offers ongoing technical training, knowledge sharing, environment lifecycle management, and support for your staff

Provide best practices on operations, monitoring and reporting of solutions on Nutanix

Onsite or remote based on customer needs

OVERVIEW

Nutanix Residency Service provides trusted resources who possess a wide range of industry experience across Nutanix and other Infrastructure solutions and operations. Nutanix Residents focus on customer specified outcomes, give guidance about solution best practices and provide expert advise on IT's needs. The Resident is available on a daily basis during project planning, design, build and operation phases. Nutanix Residents fulfill the need for IT staffing or specialized skill sets such as:

- Hyper-Converged Infrastructure lifecycle (Nutanix Certified)
- Virtualized Infrastructure Management (VMware, Citrix, Microsoft)
- Virtualized Desktop Infrastructure (VDI) Administration (Citrix XenDesktop, VMware Horizon)
- Plan and lead data center migration operations (Architect-level)
- Assistance with planning for expansion of hyper converged infrastructure

Based on your organization's needs and requests, Nutanix provides an appropriate Resident Consultant from one month to a year or longer for your program.

SERVICE DESCRIPTION

Nutanix Residents are assigned based on your organization's requirements for the project. Nutanix Residents can be chosen with varying level of skills and expertise as described below.

In addition, Nutanix will provide a customized quote for scenarios where you may need the Residency Service for an extended period or have specific operational requirements such as requiring security clearance.

Consultant Responsibility

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and may have limited knowledge of external networking solutions
- Ability to instruct and perform TOI (transfer of information) to employees or train in small groups (typically <5)
- Seeks advice from others on the team when needed and works with other consultants as necessary to solve problems
- Establishes relationship with direct customer technical counterparts, and may be minimally proficient with first-line customer management
- Prepares weekly progress reports using established engagement procedures

Experience

- 3+ years domain experience
- Nutanix NPP Certification
- Ability to work in a team setting with customer direction

Senior Consultant Responsibility

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and will have knowledge of external networking solutions from major switching vendors
- Relevant domain expertise in areas like Cloud, VDI, Tier1 applications, Databases, and vertical industry solutions
- Advanced problem-solving skills and root cause analysis
- Ability to instruct and perform TOI (transfer of information) to employees or train in larger groups (up to 12)
- Presentation skills or public speaking
- Seeks advice from others on the team when needed and works with other senior consultants as necessary to solve problems and troubleshoot
- Understands Nutanix best practices and engineering problem-solving skills to present options to target customer use case
- Establishes relationship with direct customer technical counterparts, and first-line or second-line (director) customer management
- Prepares weekly progress reports using established engagement procedures. Keeps project manager informed of any operational changes and is proactive in making recommendations
- Responsible for recommendations or suggestions as customer requirements evolve

Experience

- 6+ years domain experience
- Typically has advanced certifications from industry solutions
- Nutanix NPP and NSS Certification
- Ability to work in a team setting and alone with limited customer direction

Architect Responsibilities

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and will have knowledge of external networking solutions from major switching vendors and software-defined networking concepts
- Advanced problem-solving skills, architecture and root cause analysis
- Ability to instruct and perform TOI (transfer of information) to employees or train in larger groups (up to 12)
- Relevant domain expertise in areas like Cloud, VDI, Tier1 applications, Databases, and vertical industry solutions
- Seeks advice from others on the team when needed and works with other consultants and industry leaders as necessary to solve problems and troubleshoot
- Understands Nutanix best practices, architecture, and engineering problem-solving skills to present options to target customer use case
- Establishes relationship with direct customer technical counterparts, and up to executive (C-level) customer management
- Prepares weekly progress reports using established engagement procedures. Keeps project manager informed of any operational changes and is proactive in making recommendations
- Responsible for recommendations or suggestions as customer requirements evolve


“Nutanix Consulting Services is an outstanding organization. The consultants work side-by-side with our engineers as an extension of our staff. They have intimate knowledge of what was done before and a real understanding of our business and where we want to go. They aren’t just experts on the Nutanix hardware—they understand the services we want to deliver and the partner programs we’re trying to run, enabling us to implement best practices in those areas as well.”

– Jon Walton, CIO,
San Mateo County, California

Experience

- 10+ years domain experience, 3+ years specialized experience
- Has advanced certifications from industry solutions
- Nutanix NPP and NSS Certification minimally
- Ability to work in a team setting and alone with minimal customer direction
- Advanced presentation Skills, to technical, executive, and business audiences



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Nutanix delivers invisible infrastructure for next-generation enterprise computing, elevating IT to focus on the applications and services that power their business. The company's software-driven Xtreme Computing Platform natively converges compute, virtualization and storage into a single solution to drive simplicity in the datacenter. Using Nutanix, customers benefit from predictable performance, linear scalability and cloud-like infrastructure consumption.

Learn more at www.nutanix.com or follow us on [Twitter@nutanix](https://twitter.com/nutanix).

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