

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 Customer Success provides trusted resources who possess a wide range of industry experience across Nutanix and other infrastructure solutions and operations. Nutanix residencies are designed to give guidance around best practices and provide expert advice. Residents work on site with the customer providing expertise for the Nutanix environment and fulfill the need for specialized skill sets such as:

- Hyper-Converged Infrastructure (HCI) lifecycle (Nutanix Certified)
- Virtualized infrastructure management (VMware, Citrix, Microsoft)
- Virtualized Desktop Infrastructure (VDI) Administration
- Data center migration planning and execution (Architect-level)
- Enterprise and hybrid cloud orchestration and automation (Architect-level)

OFFERING DESCRIPTION

Nutanix Residents are selected based on your organization's requirements and have full access to all resources within Nutanix. Residents can be requested for specific operational requirements such as security clearances or industry certifications.

Resident Consultant

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)
- Establishes relationship with direct customer technical counterparts, and may be minimally proficient with first-line customer management
- Well versed in the Nutanix product line to actively provide solution recommendations
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures

Experience

- 3+ years enterprise class experience
- Nutanix certified
- Ability to work in a team setting with customer direction

Senior Resident Consultant

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 relevant to your organizational needs
- 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 or public speaking skills
- Understands Nutanix best practices and engineering problem-solving skills to present options to target customer use cases
- Establishes relationship with direct customer technical counterparts, and first-line or second-line customer management
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures. Keeps management informed of any operational changes
- Well versed in the Nutanix product line and engaged with the customer environment to proactively provide solution recommendations as the customer environment evolves

Experience

- 6+ years in enterprise class environments and data centers
- Typically has advanced certifications from industry solutions (relevant to your organizational needs)
- Nutanix certified
- Ability to work in a team setting and alone with limited customer direction

Resident Architect


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
- Establishes relationship with direct customer technical counterparts, and up to executive (C-level) customer management
- Consistently follows methodologies to create solutions that achieve a specific business outcome
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures. Keeps management informed of any operational changes
- Well versed in the Nutanix product line and engaged with the customer environment to proactively provide solution recommendations as the customer environment evolves

Experience

- 10+ years domain experience, 3+ years specialized experience
- Has advanced certifications from industry solutions specific to your organizational needs
- Nutanix certified
- Ability to work with minimal customer direction whether in a team or under sole supervision
- Leadership capability
- Advanced presentation skills, to technical, executive, and business audiences



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CUSTOMER QUOTES

“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

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