

Customer Xperience

Admin Assistance

BENEFITS

- Leverage the expertise of our Nutanix technology specialist to assist in or complete IT administrative tasks
- Accelerate adoption, onboarding and scaling of your Nutanix technology investment with the assistance of our Xpert consultant
- Mitigate risk and accelerate time to value by taking advantage of the in-depth knowledge our consultant brings to the table

OVERVIEW

The Assistance service focuses on collaborating with you to address completion of administrative tasks in support of your Nutanix Technology. Nutanix Consultants help you complete tasks that aid in product adoption, expansion or scale. This is ideal for customers who lack the technical skills or manpower to complete these tasks on your own.

SERVICE SCOPE

This service provides a dedicated Nutanix consultant for a fixed period of time, bound at one working day, delivered remotely, during which they perform general tasks supporting a Nutanix solution. Should you require more than one day with our Xpert consultant, please purchase as many increments of this service as needed.

One-day consultation with a Nutanix Consultant includes:

- Review existing Nutanix solution
- Review existing use cases, desired solution functionality and requirements
- Provide assistance with issue identification and resolution
- Provide assistance with upgrades and optimization

One-day consultation with a Nutanix Consultant includes:

- End User Computing
 - Nutanix Frame
 - Citrix Virtual Apps and Desktops (CVAD)
 - VMware Horizon
- Database
 - Nutanix Era
 - Oracle
 - Microsoft SQL Server
 - PostgreSQL
- Public and Hybrid Cloud
 - Nutanix Clusters
 - Nutanix Beam
- Automation
 - Nutanix Calm
 - Prism Smart Automation

PREREQUISITES

Identify the knowledge domain(s) for the session

DELIVERABLES

One 8-hour day of dedicated time (remote)

- Disaster Recovery and Business Continuity
 - Nutanix Leap
 - Nutanix Xi Leap/DRaaS
 - Async Disaster Recovery
 - Metro Availability
- Infrastructure
 - Nutanix AHV
 - Nutanix Karbon
 - Nutanix Files, Objects or Volumes

TASK

	Duration
Admin Ops Assistance	Fixed 1 day

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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Offer only available to Nutanix Customer Xperience Subscribers

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