

# Customer Xperience

## Ask the Xpert

### BENEFITS

- Use the knowledge you gain from analysis and design Q&A sessions with our dedicated Nutanix technology specialist
- Leverage our Xpert Architect's knowledge and experience to accelerate adoption, onboarding and scaling of your Nutanix technology investment
- Mitigate risk and accelerate time to value by taking advantage of the in-depth knowledge our consultant brings to the table

### OVERVIEW

The Ask the Expert service focuses on collaborating with you to address questions and concerns about Nutanix technology, planned or existing. During your session with our Nutanix Xpert, we'll help you plan for future product adoptions, expansion or scale. Our Xperts are also available to answer questions about topics such as performance and capacity optimization.

### SERVICE SCOPE

This service provides a dedicated Nutanix Architect for a fixed period of time, bound at one working day delivered remotely, to support whiteboarding and architectural Q&A sessions for 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 Architect includes:**

- Review existing Nutanix solution
- Review existing use cases, desired solution functionality and requirements
- Provide advice for future initiatives, projects and optimization
- Assist with issue identification and resolution

#### **Available knowledge domains are:**

- 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

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## PREREQUISITES

Identify the knowledge domain(s) for the session

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## 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
  - Nutanix Flow
  - Nutanix Virtual Networking
  - VMware vSphere and ESXi
  - Microsoft Hyper-V

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## TASK

	Duration
Ask the Expert	Fixed 1 day

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## 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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