DATASHEET

Resident Services

Resident Xpert

OVERVIEW

Nutanix Customer Success provides trusted resources who possess a wide range of industry experience across Nutanix, other infrastructure solutions and daily operations. Nutanix residencies are designed to provide dedicated resources who implement best practices and share expert advice on the Nutanix platform. Resident Xperts work on site with the customer, providing expertise for the Nutanix environment and fulfilling the need for specialized skillsets 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
- Enterprise and hybrid cloud orchestration and automation

SERVICE SCOPE

Nutanix Resident Xperts are selected based on your organization's requirements and have full access to Nutanix resources. They can be requested for specific operational requirements such as security clearances or industry certifications. Resident Xperts can be engaged full-time, serving your needs 5 days a week, or, if business needs are not as demanding, a half-time residency is also available.

Resident Xpert Consultant

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and knowledgeable in external networking solutions from major switching vendors
- Possesses relevant domain expertise in areas relevant to organizational needs
- Demonstrates advanced problem solving and root cause analysis skills
- Able to instruct and perform TOI (transfer of information) to employees or train larger groups (up to 12)
- Possesses presentation and public speaking skills
- Understands and applies Nutanix best practices and engineering problem-solving skills to present options that target customer use cases
- Consistently follows methodology to create solutions that achieve a specific business outcome

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- Establishes relationship with direct customer technical counterparts, and first- or second-line customer management
- Able to document and operationalize Nutanix environment
- Develops standards on deploying/maintaining Virtual Machines (VMs)
- Works to establish Nutanix patching patterns
- Ensures compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures
- Keeps management informed about any operational changes
- Well-versed in the Nutanix product line
- Engages with the customer environment to provide solution recommendations as that environment evolves

Experience

- 4-12 years in enterprise-class environments and datacenters
- Typically holds advanced certifications from industry solutions (relevant to organizational needs)
- Nutanix certified
- Ability to work in a team setting or alone with limited customer direction
- Other experience as needed to meet requirements

WORK DAYS

Full year resident	230 work days
Half/Shared resident	115 work days
One month resident	19 work days

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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YOUR ENTERPRISE CLOUD

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