Resident Consultant

Product Code: PS-RES

At-a-Glance

The Nutanix Resident Consultant service provides dedicated, hands-on technical expertise to accelerate customer outcomes and strengthen day-to-day platform operations. Aligned to your strategic and operational priorities, the Resident delivers proactive guidance, operational support, troubleshooting, and solution optimization across your Nutanix environment. By embedding directly with your teams, the Resident enhances platform stability, accelerates initiatives, and increases organizational proficiency through continual collaboration and knowledge transfer.

Service Scope

Nutanix Resident Consultants deliver ongoing technical expertise and operational support tailored to your evolving business and platform needs. Operating as an extension of your team, the Resident Consultant drives execution of key initiatives, strengthens daily operations, resolves complex technical issues, and applies Nutanix-recommended practices gained from real-world experience. The Resident Consultant also works cross-functionally with Nutanix engineering, support, and product teams when needed to advance customer objectives and ensure sustained operational success.

During the engagement, customers benefit from:

- Improved stability, performance, and operational consistency
- Increased velocity and reduced friction in executing technical initiatives
- Enhanced adoption and value realization from the Nutanix platform
- Stronger internal capability through hands-on enablement and knowledge transfer

Standard Resident Consultant

For customers who require an embedded resource, this model provides greater customer proximity, regional alignment (language and locality where applicable), and flexibility in day-to-day engagement.

The Standard Resident Consultant performs the following activities:

- Provide hands-on technical expertise aligned to customer priorities
- Execute and support platform operations and ongoing initiatives
- Operate, optimize, and support deployed solutions to ensure stability and continuous value
- Perform initial troubleshooting and coordinate with Nutanix Support to drive resolution of complex issues
- Support incident response and escalation resolution
- Enable customer teams through hands on collaboration and knowledge transfer
- Apply Nutanix-recommended practices based on real-world operational experience
- Coordinate with cross-functional Nutanix teams as needed to support customer objectives
- Adjust focus and priorities in alignment with evolving customer needs

Inside Resident Consultant

For customers who prefer a structured, virtual-only delivery model, services are provided from centralized delivery centers, optimized for standardized execution and value, with English-only communication.

The Inside Resident Consultant delivers hands-on operational expertise for the Nutanix Cloud Infrastructure (NCI) platform, Nutanix Unified Storage (NUS), and/or one designated Nutanix portfolio product aligned to their specialized skillset.

The Inside Resident Consultant performs the following activities:

- Provide hands-on technical expertise aligned to customer priorities
- Execute and support platform operations and ongoing initiatives
- Operate, optimize, and support deployed solutions to ensure stability and continuous value
- Perform initial troubleshooting and coordinate with Nutanix Support to drive resolution of complex issues
- Support incident response and escalation resolution
- Enable customer teams through hands on collaboration and knowledge transfer
- Apply Nutanix-recommended practices based on real-world operational experience
- Coordinate with cross -functional Nutanix teams as needed to support customer objectives
- Adjust focus and priorities in alignment with evolving customer needs

Outcomes

- Improved platform stability and reduced operational risk
- Accelerated execution of customer technical initiatives
- More consistent and effective day-to-day operation of Nutanix solutions
- Faster realization of value from new features and enhancements
- Increased customer technical capability and independence over time
- Reduced friction when navigating complex or escalated technical situations

Limitations

- For each quantity purchased, limited to a single Resident
- Excludes conducting design, solution, or architectural sessions
- Excludes performing product deployments or integrations
- Excludes executing migrations, except for small-scale migrations where Nutanix infrastructure is already operational and fewer than 200 virtual machines (VMs) are migrated from non-Nutanix hypervisors to Nutanix AHV
- Minimum 2-month lead time is required for staffing and onboarding

Inside Resident Consultants

- Excludes simultaneous support for multiple Nutanix portfolio products by a single Inside Resident Consultant

Supported Nutanix Core Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)

Supported Nutanix Portfolio Products

Support for the following Nutanix products will be agreed upon in writing by both parties in advance and may be subject to extended onboarding and additional fees.

- Nutanix Cloud Clusters (NC2)
- Nutanix Kubernetes Platform (NKP)
- Nutanix Database Service (NDB)
- Nutanix Enterprise Artificial Intelligence (NAI)
- Nutanix Cloud Manager (NCM) Self-Service
- End User Computing (EUC)

Prerequisites

- Customers must maintain an active and valid Nutanix Support contract that covers all licensed Nutanix products intended to receive support. This includes ensuring that products are registered with Nutanix, and that support entitlements are current and applicable to the deployed environment.
- Enablement of Nutanix Pulse is strongly recommended to ensure the quality and accuracy of deliverables such as proactive insights, health assessments, and tailored recommendations. Pulse provides critical telemetry data that allows Nutanix to analyze system behavior and deliver informed, data-driven guidance.
- Customers should have a basic understanding of Nutanix from an operations perspective, including familiarity with core concepts such as cluster management, VM lifecycle operations, storage configuration, and monitoring within the Nutanix environment.

Delivered Artifacts

Delivered artifacts will vary based on the Resident's day-to-day operational engagement, the customer's evolving priorities, and the specific activities performed during the service period. Artifact outputs reflect the work performed may differ in type, depth, or frequency depending on current operational needs.

Activity Area	Delivered Artifacts
Platform Health & Hygiene	- Comprehensive Health Assessment Summary - Configuration Drift & Remediation Log - Version & Compliance Alignment Report - Risk & Stability Findings Overview

Activity Area	Delivered Artifacts
Incident Execution & Troubleshooting	• Incident Execution Report • Root Cause & Remediation Summary • Escalation Coordination Notes • Post Incident Validation Report-Incident Validation Report
Capacity, Performance & Optimization Activities	• Capacity & Utilization Analysis • Performance Trends Report • Optimization Action Log • Scaling Activity Summary
Upgrades, Patching & Lifecycle Management	• Upgrade/Patch Execution Plan • Pre/Post-Upgrade Validation Report • Version Inventory & Lifecycle Summary • Change Activity Record
Operational Reporting & Visibility	• Operational Insights Report • Weekly/Monthly Dashboard • KPI & Metrics Summary
Access, Identity & Security Operations	• Access Control Update Log • Policy & Role Configuration Record • Security Compliance Summary • Audit Trail Extract
Data Protection, Backup & Recovery Operations	• Backup & Recovery Execution Log • Data Protection Configuration Summary • Recovery Validation Report • Snapshot/Clone Activity Log
Resource, Namespace, Storage & Network Administration	• Resource Allocation Change Log • Storage/Namespace/Network Configuration Record • Integration Validation Report • Operational Consistency Checklist
Automation & Workflow Operations	• Workflow Execution Summary • Automation Failure & Remediation Log • Integration/Connector Configuration Record • Blueprint/Template Lifecycle Documentation
Knowledge Transfer & Collaboration	• HandsOn Knowledge Transfer Log-On Knowledge Transfer Log-On Knowledge Transfer Log • Runbook/Procedure Updates • Operational Coaching Notes

Activity Area	Delivered Artifacts
General Engagement Reporting	• Weekly Status Report • Issue & Risk Log Updates • Action Item Tracker • Quarterly Progress Report & Trends Summary

Delivery Time

- Nutanix provides Resident Consultants between 8:00 AM and 5:00 PM local customer time, 5 days during the customer's locally observed work week, excluding normally observed holidays. Any services requested outside these hours require a minimum of 2 weeks' advance written notice, must be mutually agreed upon. Weekend work, when approved, entitles the Resident to compensatory time off during the standard work week, to be taken within 30 days

- Resident Consultants are delivered in consecutive months

- Inside Residents' availability is limited to the mutually agreed-upon day and hours.

- 1-month extension is available only to extend the existing 12-month or 6-month Resident engagement

- Resident Consultants are entitled to take national holidays, bank holidays, and personal time off, including personal vacation time

- Resident Consultants' start date will be mutually agreed upon by both parties. A minimum lead time of 8 weeks is required to secure a Resident and prepare for service initiation. Deployments outside primary delivery locations may require additional time due to onboarding, logistics, access setup, and local coordination

Resident Edition	Resident Type	Resident Term	Delivery Time
Standard Resident	Full	12-month	1840 hours in 12 months
		6-month	920 hours in 6 months
		1-month Extension	153 hours in 1 month
	Half	12-month	920 hours in 12 months
		6-month	460 hours in 6 months
		1-month Extension	76 hours in 1 month
Standard Resident - Federal	Full	12-month	1840 hours in 12 months
		6-month	920 hours in 6 months
		1-month Extension	153 hours in 1 month

Resident Edition	Resident Type	Resident Term	Delivery Time
Standard Resident – Top Secret Federal	Full	12-month	1840 hours in 12 months
		6-month	920 hours in 6 months
		1-month Extension	153 hours in 1 month
Standard Resident – FSP Federal	Full	12-month	1840 hours in 12 months
		6-month	920 hours in 6 months
		1-month Extension	153 hours in 1 month
Inside Resident	Full	12-month	1840 hours in 12 months
		6-month	920 hours in 6 months
		1-month Extension	153 hours in 1 month
	Half	12-month	920 hours in 12 months
		6-month	460 hours in 6 months
		1-month Extension	76 hours in 1 month
	Quarter	12-month	460 hours in 12 months
		6-month	230 hours in 6 months
		1-month Extension	38 hours in 1 month

Delivery Type

Resident Edition	Language Support	Delivery Type	Americas Delivery Locations	EMEA Delivery Locations	APAC Delivery Locations
Standard Resident	Local	Virtual	In-country	In-region, In-country, upon request	In-country
Standard Resident - Federal	English	Virtual United States Citizen without Clearance	United States Only	N/A	N/A

Resident Edition	Language Support	Delivery Type	Americas Delivery Locations	EMEA Delivery Locations	APAC Delivery Locations
Standard Resident – Top Secret Federal	English	Virtual United States Citizen holding Top Secret Clearance **Note:** Excludes Full -scope Polygraph Clearance	United States Only	N/A	N/A
Standard Resident – FSP Federal	English	Virtual United States Citizen holding Top Secret with Sensitive Compartmented Information (SCI) and Full Scope Polygraph (FSP) Clearance	United States Only	N/A	N/A
Inside Resident	English (Local language where available)	Virtual	Mexico City, Mexico	Belgrade, Serbia Pune, India	Pune, India

Note: In-person delivery will be agreed upon in writing by both parties in advance and may be subject to extended onboarding and additional fees

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, which can be viewed at https://www.nutanix.com/support-services/consulting-services/terms-and-conditions..