Technical Account Manager

Product Code: TAM-STD, TAM-INSIDE

At-a-Glance

Stage: Operate

The Technical Account Manager (TAM) provides ongoing technical and operational oversight to help you operate your Nutanix environment with confidence. Designed to support your hybrid cloud journey during the operational phase, this service focuses on optimizing infrastructure health, license and feature utilization, and resource capacity. It includes regular assessments to ensure alignment with Nutanix recommended practices, proactive issue management and advocacy to drive faster resolution, and upgrade and lifecycle planning to reduce risk. Your TAM also delivers executive-level insights through operational reviews. This engagement helps ensure your Nutanix environment remains efficient, resilient, and aligned with your evolving business needs.

Service Scope

Delivered by your TAM, this Day 2 service provides a comprehensive review of your Nutanix infrastructure to help ensure optimal performance, scalability, and long-term technical success. The TAM also facilitates operational reviews, guide upgrades and lifecycle planning, and lead issue management and advocacy—ensuring timely resolution of support cases and visibility into recurring trends.

The service includes the following activities, with frequency determined by the TAM Edition selected.

Activity	Description	Standard TAM Frequency	Inside TAM Frequency
Infrastructure Health Assessment	Conduct a comprehensive health check of the customer's Nutanix infrastructure to evaluate system performance, identify potential risks, and ensure alignment with best practices and supportability guidelines.	Biannual	Annual
License and Feature Utilization Review	Assess the customer's license consumption and feature adoption across their Nutanix environment. Provide actionable recommendations to the customer and/or account team to optimize usage, align with entitlements, and identify opportunities for enhanced value realization.	Quarterly	Biannual
Capacity and Resource Utilization Analysis	Evaluate the customer's Nutanix infrastructure to assess current capacity, resource allocation, and utilization trends. Provide insights and recommendations to support performance optimization, scalability planning, and alignment with future growth objectives.	Monthly	Quarterly

Activity	Description	Standard TAM Frequency	Inside TAM Frequency
Operational Review Delivery	Facilitate and deliver a structured operational review to customer stakeholders and the account team. The review will provide insights into system performance, support trends, strategic recommendations, and alignment with business objectives.	Quarterly	N/A
Issue Management and Advocacy	Lead and coordinate the management, escalation, and resolution of customer-reported issues. Maintain visibility into open support cases. Regularly review support case history to identify recurring trends and provide proactive recommendations to mitigate future risks and improve operational efficiency.	Weekly	Biweekly
Version and Lifecycle Management	Monitor and maintain records of Nutanix-related hardware and software versions deployed in the customer environment. Ensure compatibility across components and track alignment with Nutanix's end-of-life (EOL) and end-of-support-life (EOSL) policies to support proactive planning and risk mitigation.	Weekly	Biweekly
Upgrade Planning and Advisory	Support customers in planning upgrades of Nutanix software and firmware in alignment with their business and IT policies. Recommendations account for compatibility requirements, known issues in prior code versions, and potential operational impact to ensure a smooth and risk-aware upgrade process.	As Needed	As Needed

Project Management

A Nutanix Project Manager (PM) oversees Nutanix resources and aligns execution with your goals, scope, and timelines.

Core Project Management activities may include the following:

- Serve as a single point of contact for all project communication
- End-to-end Nutanix resource management
- Coordinate change window(s) and implementation schedules with customer
- Track and facilitate readiness and prerequisite completion
- Conduct Project Kickoff/Tech Readiness meeting(s)
- Integrate customer resources into the high-level project timeline
- Send Status Update(s)
- Manage timeline(s)
- Deliver created artifacts to customer
- Facilitate project close-out activities

Limitations

- For each quantity purchased, limited to a single TAM.
- TAMs are a shared resource and not dedicated exclusively to any single account. As such, availability may vary based on overall demand and prioritization across multiple engagements.
- Service availability is limited to the hours of 8:00 AM to 5:00 PM, local Customer time, Monday through Friday, excluding standard public holidays observed in the Customer's region.
- Excludes active troubleshooting and hands-on operational activities, including direct system administration, configuration changes, or execution of tasks within the customer's environment.

Project Management

- Excludes scheduling customer resources and activities
- Excludes detailed project plan (schedule) development and management
- Excludes responsibility for creating, managing, or delivering change management communications

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

Activity	Delivered Artifacts
Infrastructure Health Assessment	- Infrastructure Health Report - Risk Identification Summary - Best Practices Alignment Checklist
License and Feature Utilization Review	- License Consumption Summary - Feature Adoption Analysis - Optimization Recommendations Report
Capacity and Resource Utilization Analysis	- Capacity Planning Dashboard - Resource Utilization Trends Report - Scalability Recommendations Document

Activity	Delivered Artifacts
Quarterly Review Delivery	• Quarterly Review Presentation • Insights Summary • Action Plan and Follow-up Tracker
Issue Management and Advocacy	• Support Case Summary Report • Issue Escalation Tracker • Recurring Trends and Risk Mitigation Recommendations
Version and Lifecycle Management	• Version Inventory Report • EOL/EOSL Alignment Matrix • Lifecycle Risk Assessment Summary
Upgrade Planning and Advisory	• Upgrade Readiness Checklist • Compatibility and Risk Assessment Report • Upgrade Strategy and Timeline Proposal

Delivery Type

TAM Edition	Language Support	Delivery Type
Standard TAM	Local	Virtual, In-country Resource
Inside TAM	English (Local where available)	Virtual, In-region Resource

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