

Nutanix Inside Technical Account Manager Service (iTAM)

Keep your Nutanix enterprise cloud well-managed, healthy and performant

Nutanix Inside Technical Account Manager (iTAM) Service offers mid-sized and growing Nutanix customers a cost-effective solution to preemptively address risk and continually improve business outcomes. Backed by Nutanix's world-class Customer Success and Support organizations, an iTAM can help your business:

- Minimize service disruption and reduce risk by promptly managing critical issues and escalations to resolution.
- Eliminate exposure by proactively advising customers regarding best practices and known risks.
- Provide insight into the health of your environment with regular reviews and detailed reporting.
- Be better prepared to take on new projects with joint planning and training practices and known risks.
- Provide insight into the health of your environment with regular

Proactively managing potential issues and challenges is an essential element of any successful IT operation. A Nutanix iTAM is a technical advisor who collaboratively brings in-depth product knowledge and proven skills with a proactive approach to help you streamline and optimize your Nutanix enterprise cloud deployments. A Nutanix iTAM keeps your Nutanix environment well-managed, healthy and performant.

SCOPE

The Nutanix iTAM service is offered as a 12-month engagement and is available for growing customers with valid production and mission critical support contracts. Nutanix iTAMs operate remotely, in-region during regular local business hours; supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative. object storage instance and supports the ability to create different object policies as required for the different application scenarios. Any component can be scaled out independently to match the workload demands. The architecture is designed with scalability and ease of upgrade in mind. In this scale-out modular design, each component focuses on a single core function.

The Nutanix iTAM Service approach is simple - make and keep Nutanix customers healthy, happy and successful. iTAM offerings focus on deliverables and outcomes versus a time-bounded model. The iTAM Support Service provides:

- **Trusted Advisor:**
A Nutanix product expert who accelerates business value by providing quick answers and access to authoritative Nutanix resources; continuously helping your organization realize sustained Nutanix platform advantages.
- **Improved application availability and operations:**
Work with you to proactively manage common and unique risks - improving uptime, TCO and maximize your return.
- **Your personal advocate and champion:**
Coordinate and resolve issues across experts in support and escalation engineering with timely, concise communications, reporting and quarterly business reviews.
- **Education to build skills:**
Enrich your staff's knowledge of Nutanix technology application and best practices coupled with engagement with product, solutions and other experts.

DETAILS

Customer Advocacy

- Primary and proactive focal point into Nutanix to address business, technical and support matters
- Coordinate product experts, engineering, support and services meetings
- Coordinate with customers on critical business and technical matters
- Prioritize customer requested new features
- Multi-vendor escalation and coordination

Operational Risk Management

- Comprehensive health checks and recommendations
- Drive and coordinate issue management, escalation, and resolution
- Improve capacity utilization - analyze, optimize, and recommend solutions
- Service management and license usage optimization
- Standardization recommendations - all firmware and software versions

Analytics and Reporting

- Customized service analytics and reporting: uptime, software and hardware reliability, utilization
- Capacity and Utilization analysis
- Performance and health audits and reporting
- Event analysis and report on critical cases, includes root cause

Business and Support Planning

- Develop plan and recommend strategy for scaling, maximizing ROI
- Define customer success metrics for the business
- Plan and prepare for significant customer events or major project launches
- Software and hardware lifecycle review

Education and Best Practices

- Customer learning assessment
- Facilitate Product and technology enablement e.g. Lunch & Learns
- Share best practices and whitepapers specific to customer environment
- Facilitate product roadmap presentations with Nutanix experts

TERMS AND CONDITIONS

Pre-paid fees for services are non-cancellable and non-refundable except as otherwise expressly stated herein, and Nutanix's obligations to perform any services in return for any prepaid fees shall expire twelve (12) months after receipt of the applicable purchase order. The Client has five (5) days upon delivery of the Services to notify Nutanix that the Services do not meet the warranty above or are otherwise not accepted. Absent such notification in the timeline stated in the preceding sentence, the Services shall be deemed accepted.

WARRANTY AND ACCEPTANCE

- (a) The Professional Services shall be provided in a professional manner with reasonable care and skill. Your sole remedy for breach of this warranty shall be reperformance of the Professional Services at no additional cost, provided that You notify Us of any non-conformity within thirty (30) days of the provision of the non-conforming Professional Services. A breach of one SOW or Service shall not amount to a breach under any other SOW or Service.
- (b) Limitations and exclusions. To the extent permitted by applicable laws, the foregoing warranties are your sole and exclusive warranties and remedies. Except for the warranties specifically described above, all products and services are provided "as-is" and all other warranties including but not limited to the implied warranties of merchantability, acceptable quality, title, fitness for a particular purpose and non-infringement are expressly disclaimed.



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