



Nutanix Residency Service

Nutanix Residents are selected based on your organization's requirements and have full access to all resources within Nutanix. Residents can be requested for specific operational requirements such as security clearances or industry certifications.

OVERVIEW

Nutanix Customer Success provides trusted resources who possess a wide range of industry experience across Nutanix and other infrastructure solutions and operations. Nutanix residencies are designed to give guidance around best practices and provide expert advice. Residents work on site with the customer providing expertise for the Nutanix environment and fulfill the need for specialized skill sets 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 (Architect-level)
- Enterprise and hybrid cloud orchestration and automation (Architect-level)

RESIDENT CONSULTANT

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and may have limited knowledge of external networking solutions
- Ability to instruct and perform TOI (transfer of information) to employees or train in small groups (typically <5)
- Establishes relationship with direct customer technical counterparts, and may be minimally proficient with first-line customer management
- Well versed in the Nutanix product line to actively provide solution recommendations
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures

Experience

- 3+ years enterprise class experience
- Nutanix certified
- Ability to work in a team setting with customer direction

BENEFITS

- Provides an IT resource with Nutanix and virtualization expertise
- Offers ongoing technical training, knowledge sharing, environment lifecycle management, and support for your staff
- Provide best practices on operations, monitoring and reporting of solutions on Nutanix
- Onsite or remote based on customer needs

SENIOR RESIDENT CONSULTANT

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and will have knowledge of external networking solutions from major switching vendors
- Relevant domain expertise in areas relevant to your organizational needs
- Advanced problem-solving skills and root cause analysis
- Ability to instruct and perform TOI (transfer of information) to employees or train in larger groups (up to 12)
- Presentation or public speaking skills
- Understands Nutanix best practices and engineering problem-solving skills to present options to target customer use cases
- Establishes relationship with direct customer technical counterparts, and first-line or second-line customer management
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures. Keeps management informed of any operational changes
- Well versed in the Nutanix product line and engaged with the customer environment to proactively provide solution recommendations as the customer environment evolves

Experience

- 6+ years in enterprise class environments and data centers
- Typically has advanced certifications from industry solutions (relevant to your organizational needs)
- Nutanix certified
- Ability to work in a team setting and alone with limited customer direction

RESIDENT ARCHITECT

Key Responsibilities

- Proficient with day-to-day operations of Nutanix solutions, and will have knowledge of external networking solutions from major switching vendors and software-defined networking concepts
- Advanced problem-solving skills, architecture and root cause analysis
- Ability to instruct and perform TOI (transfer of information) to employees or train in larger groups (up to 12)
- Relevant domain expertise in areas like cloud, VDI, tier1 applications, databases, and vertical industry solutions
- Establishes relationship with direct customer technical counterparts, and up to executive (C-level) customer management
- Consistently follows methodologies to create solutions that achieve a specific business outcome
- Document and operationalize Nutanix environment
- Develop standards on deploying/maintaining VMs
- Work to establish Nutanix patching patterns

“Nutanix Consulting Services is an outstanding organization. The consultants work side by side with our engineers as an extension of our staff. They have intimate knowledge of what was done before and a real understanding of our business and where we want to go. They aren't just experts on the Nutanix hardware—they understand the services we want to deliver and the partner programs we're trying to run, enabling us to implement best practices in those areas as well.”

– Jon Walton, CIO,
San Mateo County, California

- Work to establish Nutanix patching patterns
- Ensure compliance on Nutanix systems
- Prepares weekly progress reports using established engagement procedures. Keeps management informed of any operational changes
- Well versed in the Nutanix product line and engaged with the customer environment to proactively provide solution recommendations as the customer environment evolves

Experience

- 10+ years domain experience, 3+ years specialized experience
- Has advanced certifications from industry solutions specific to your organizational needs
- Nutanix certified
- Ability to work with minimal customer direction whether in a team or under sole supervision
- Leadership capability
- Advanced presentation skills, to technical, executive, and business audiences

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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