

The Nutanix logo, featuring the word "NUTANIX" in a bold, blue, sans-serif font, with a small "TM" trademark symbol to the right. The letter "X" is stylized with a green and yellow gradient.

Nutanix Customer Xperience

Faster Value Realization
For Your Success



Transform Your Business with Nutanix

With you every step of the way.

Customers face challenges when onboarding, adopting and optimizing technology solutions in complex cloud environments.

At Nutanix, we make it easy to select the right mix of support and services to tame cloud complexity and help you achieve your desired business outcomes.

“

Working with Nutanix has truly proven to be a major factor in keeping our multiple cloud environments growing, healthy and stable.

Sr. Systems Engineer

Top 10 Bank in the United States

Nutanix Customer Xperience On Your Terms

Comprehensive support and services for faster value realization.

Fill operational gaps and improve efficiencies with award-winning Nutanix Support and Services combined with product.

ADVANCED

Production Support

plus: Adoption Services, Operations Management, Proactive Guidance, and Training

We Guide You

PREMIER

Advanced plus: Critical Event Management, additional Adoption Services and Training options, BCDR, Cluster Management, Software Upgrade support, and more frequent Guidance and Reporting.

We Help You Do It



Nutanix Customer Xperience

Comprehensive. Seamless. Best-in-class.

As your partner in transformation, Nutanix helps you accelerate time-to-value, achieve desired outcomes and build confidence and stability into your operations.

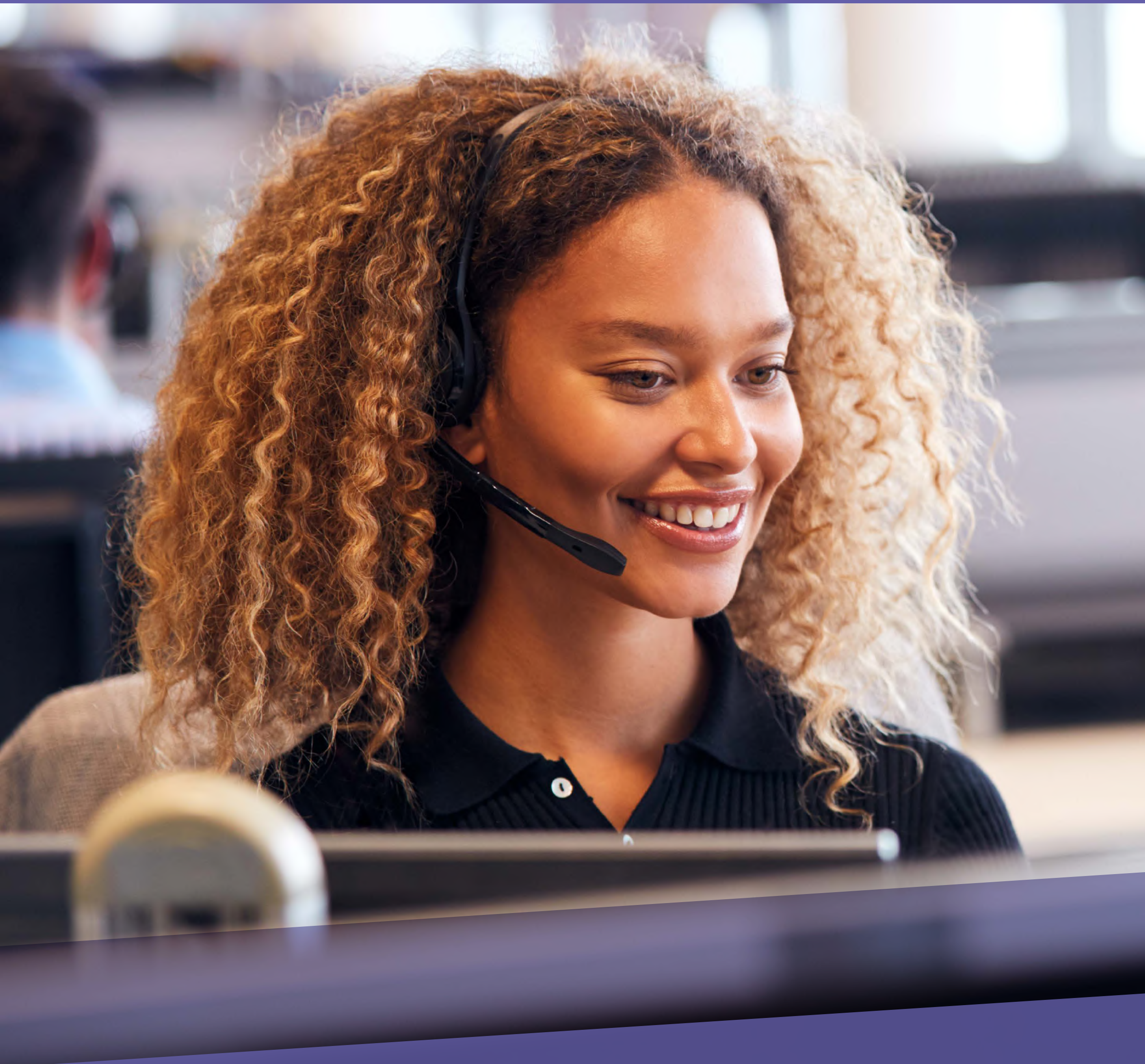
		NCX		
		PRODUCTION	ADVANCED	PREMIER
Support Award-winning, global support to meet your technology needs	Self-Service Support Portal	●	●	●
	Technical Support Response Time	●	●	●
	Critical Event Management			●
Adoption Services Expert guidance to accelerate time-to-value of your Nutanix technology investment	Onboarding Services		●	●
	Expert Guidance		●	●
	Additional Onboarding Services and Expert Guidance			●
Operations Management Improve business outcomes with Nutanix best practices and expert advice	Alert Management	●	●	●
	Operational Recommendations		●	●
	Cluster Management, Business Continuity and DR			●
Insights Data, analytics and best practices to drive repeatable success	Self-Service Insights Portal	●	●	●
	Discoveries, Asset Views and Smart Support	●	●	●
Proactive Guidance Drive business agility with preemptive issue management	Upgrade Planning, Analytics and Health Reporting		●	●
	Risk Assessments and Concierge Service		●	●
	Increased Planning, Reporting and Assessments			●
Training Innovative education services to extract maximum value out of your Nutanix solution	Digital content and Self-paced Training		●	●
	Instructor Led Training (with Exam Vouchers)		●	●
	Additional Multi-Modal Training			●

Six Elements of Nutanix Customer Xperience

Faster Value Realization for your transforming environment.

Comprehensive support and services provide seamless onboarding, adoption and optimization of your Nutanix solutions.



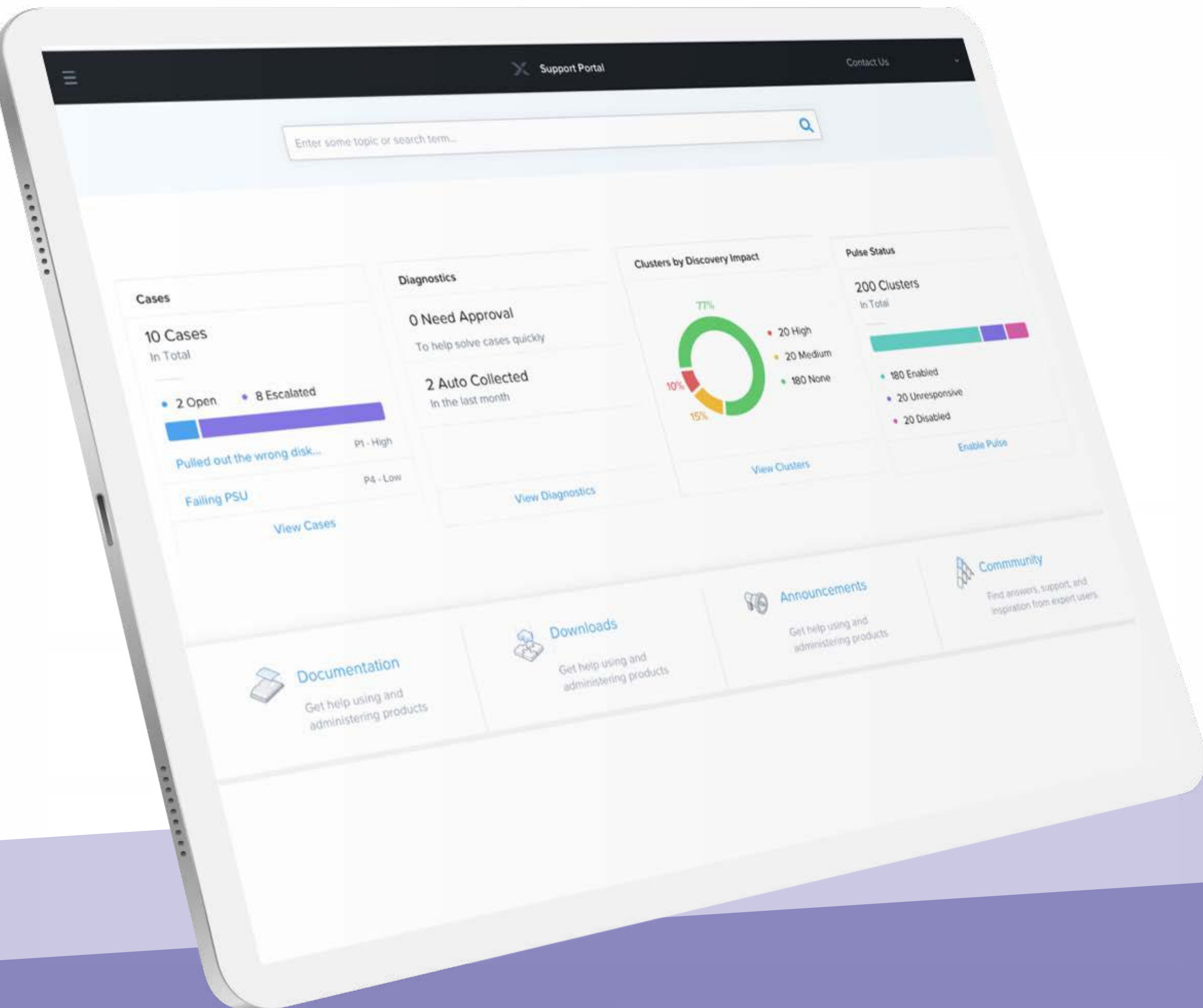


Support

World-class Nutanix Support with a singular focus on you, the customer.

Expertly and rapidly manage and resolve issues within your Nutanix environment.

- Two tiers of support deliver increasing levels of Nutanix responsiveness and engagement
- Our award-winning support resources help customers of all sizes operate their environments with confidence



Support

ADVANCED

- Production plus:
- Target SLAs:
 - P1 Response: 1 hour
 - P2 Response: 4 hours
 - Root Cause Analysis for P1 incidents

PREMIER

- Advanced plus:
- Gain productivity with the most aggressive SLA:
 - P1 Response: 30 minutes
 - P2 Response: 2 hours
 - Priority case management by a designated global team
 - Resolution Management team provides hourly updates for critical issues
 - Nutanix oversight during key events such as time-sensitive events, deployments, and “go live”

PRODUCTION

- 24x7 90+ NPS support you know and trust from Nutanix
- Award-winning Support Portal with direct access to proactive alerting and an extensive Knowledge Base

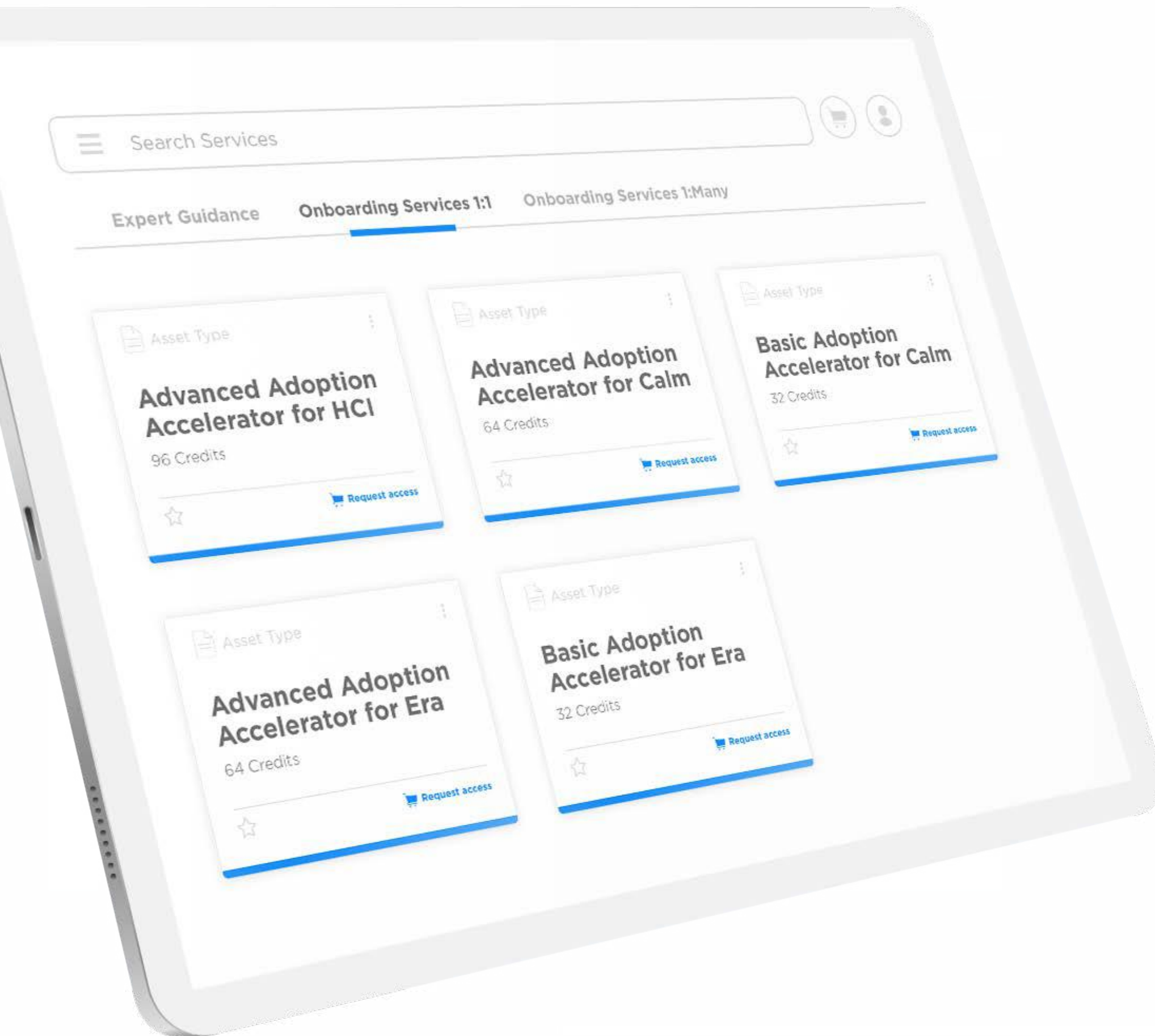


Adoption Services

Nutanix Adoption Services help you streamline and simplify implementation of your solutions.

Accelerate adoption of your Nutanix solutions, deliver faster time-to-value and drive growth.

- Ever-expanding value accelerators help you quickly realize the value of your software investment
- Create value at each step to allow the business to achieve faster and better outcomes



Adoption Services

Our value accelerator offerings ensure you realize the benefits of your Nutanix investment.

- Accelerate your path to value and reduce implementation risks
- Achieve business goals by leveraging outcome based services delivered with Nutanix expertise
- Value accelerator offerings are redeemable using Nutanix Customer Xperience (NCX) credits

ADVANCED

- Minimum customer size is 800 cores
- 800 NCX credits* for first 800 cores
- 1 NCX credit for every additional core

PREMIER

- Minimum customer size is 1600 cores
- 2400 NCX credits* for first 1600 cores
- 1.5 NCX credits for every additional core

* NCX credits are pooled between Adoption Services and Training.

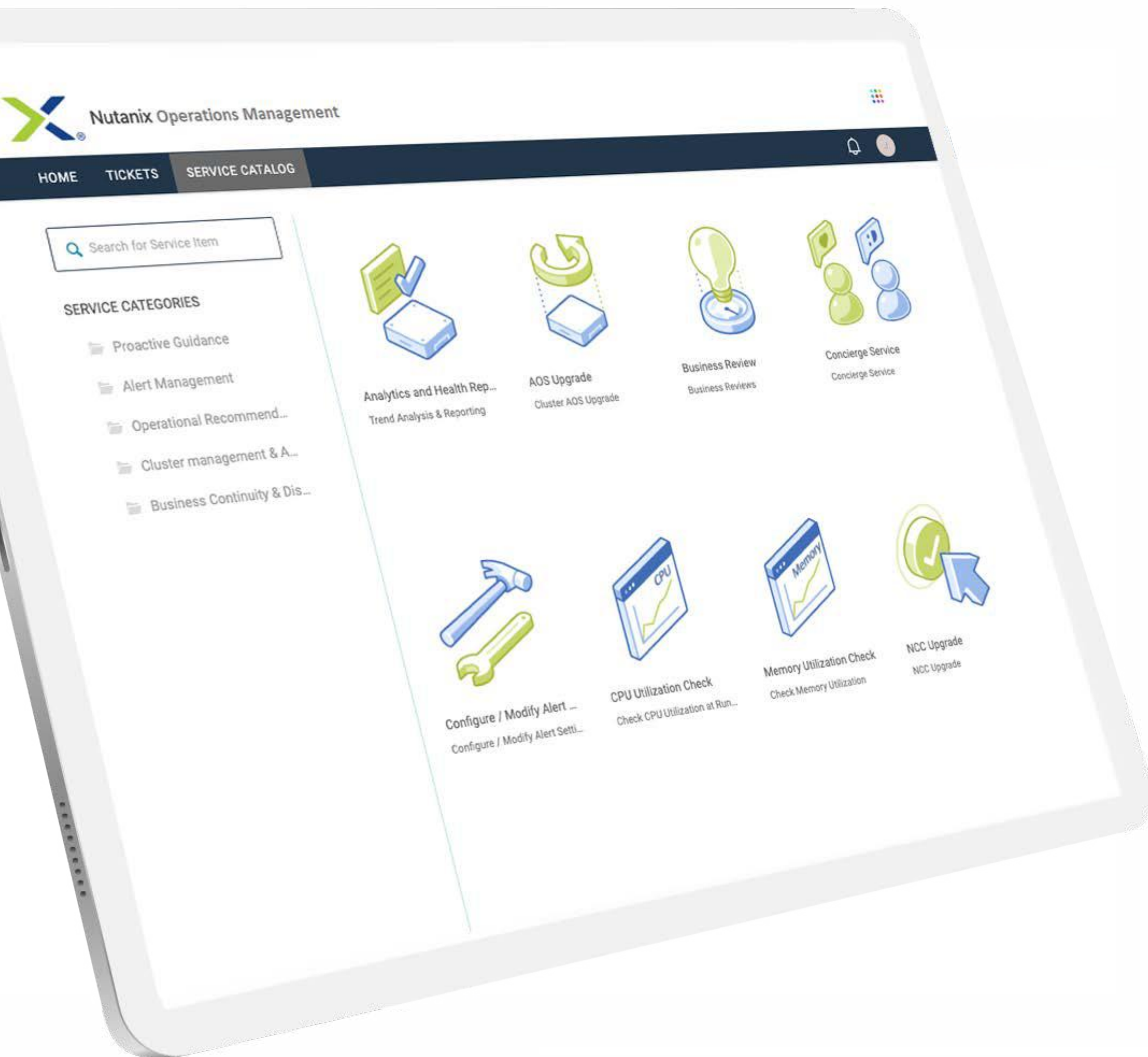


Operations Management

Nutanix Operations Management brings bring resiliency and stability to your environment helping you to unlock business growth.

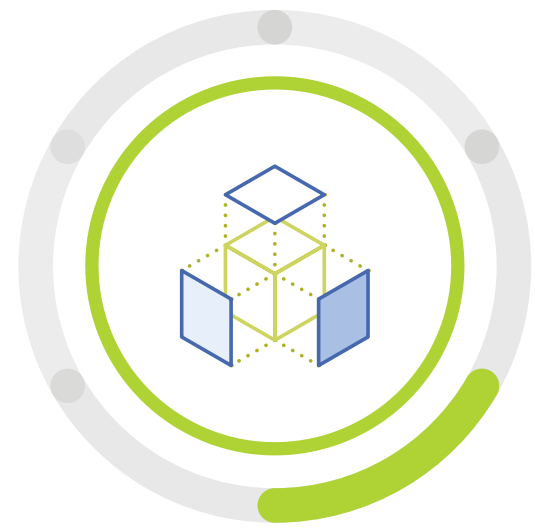
Get expert advice on the Nutanix platform and assistance on implementing best practices.

- Two tiers of services deliver increasing levels of operational guidance to match your unique needs
- Expert resources aid with issue remediation, health checks, cluster management, business continuity and disaster recovery



Operations Management

Services Offered	Description	PRODUCTION	NCX	
			ADVANCED	PREMIER
Alert Management	Alert Notification	Enable ✓	Recommend ✓	Configure ✓
Operational Recommendations	<ul style="list-style-type: none"> • Issue Remediation advice • Utilization checks • Basic Cluster Health Checks 	-		✓
Cluster Management and Administration	<ul style="list-style-type: none"> • Environment Upgrades • Virtual Machine Migrations • Storage Management 	-	-	✓
Business Continuity and Disaster Recovery	<ul style="list-style-type: none"> • Disaster Recovery • Configurations • Protection Domains • DR Testing 	-	-	✓



Insights

Nutanix Insights helps you take the guesswork out of transformation.

Your business is unique, gain insight into the health and performance of your specific operations and processes.

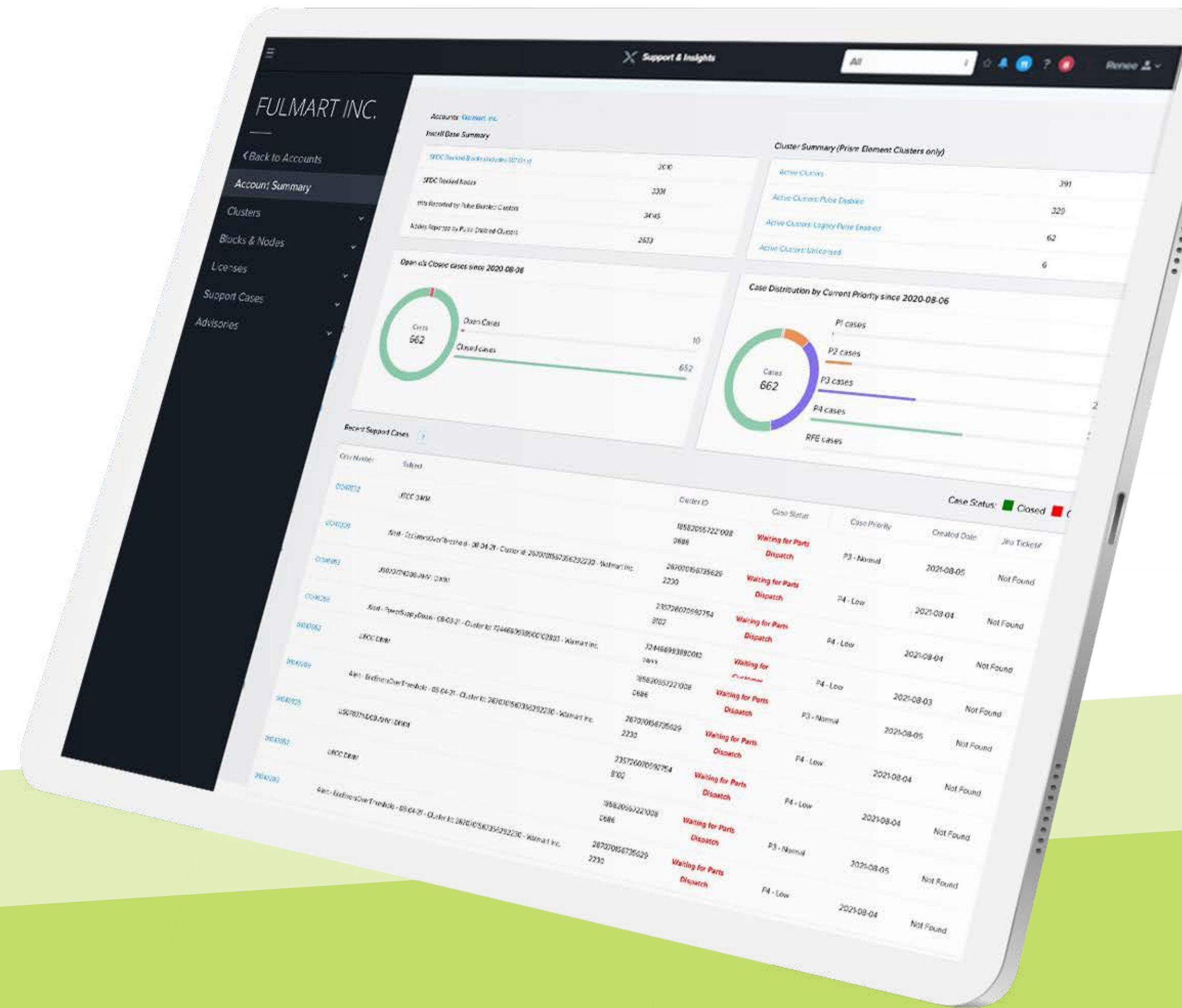
- Accurate and reliable information for your leadership team
- Insight offerings provide just the right level of guidance, benchmarking and reporting





Insights

Services Offered	Description	PRODUCTION	NCX	
			ADVANCED	PREMIER
Self-Service Nutanix Insights Portal	Discoveries <ul style="list-style-type: none"> Alerts for infrastructure vulnerabilities Recommendations for resolution Recommendations for resolution 	✓	✓	✓
	Asset Views <ul style="list-style-type: none"> Asset overviews and reporting Utilization views for CPU, memory and storage Cluster discoveries and diagnostics 	✓	✓	✓
	Smart Support <ul style="list-style-type: none"> Case summaries Diagnostics Dispatches 	✓	✓	✓





Proactive Guidance

Nutanix Proactive Guidance protects and guides you throughout your transformational journey.

Achieve faster value realization and business agility with our proactive guidance.

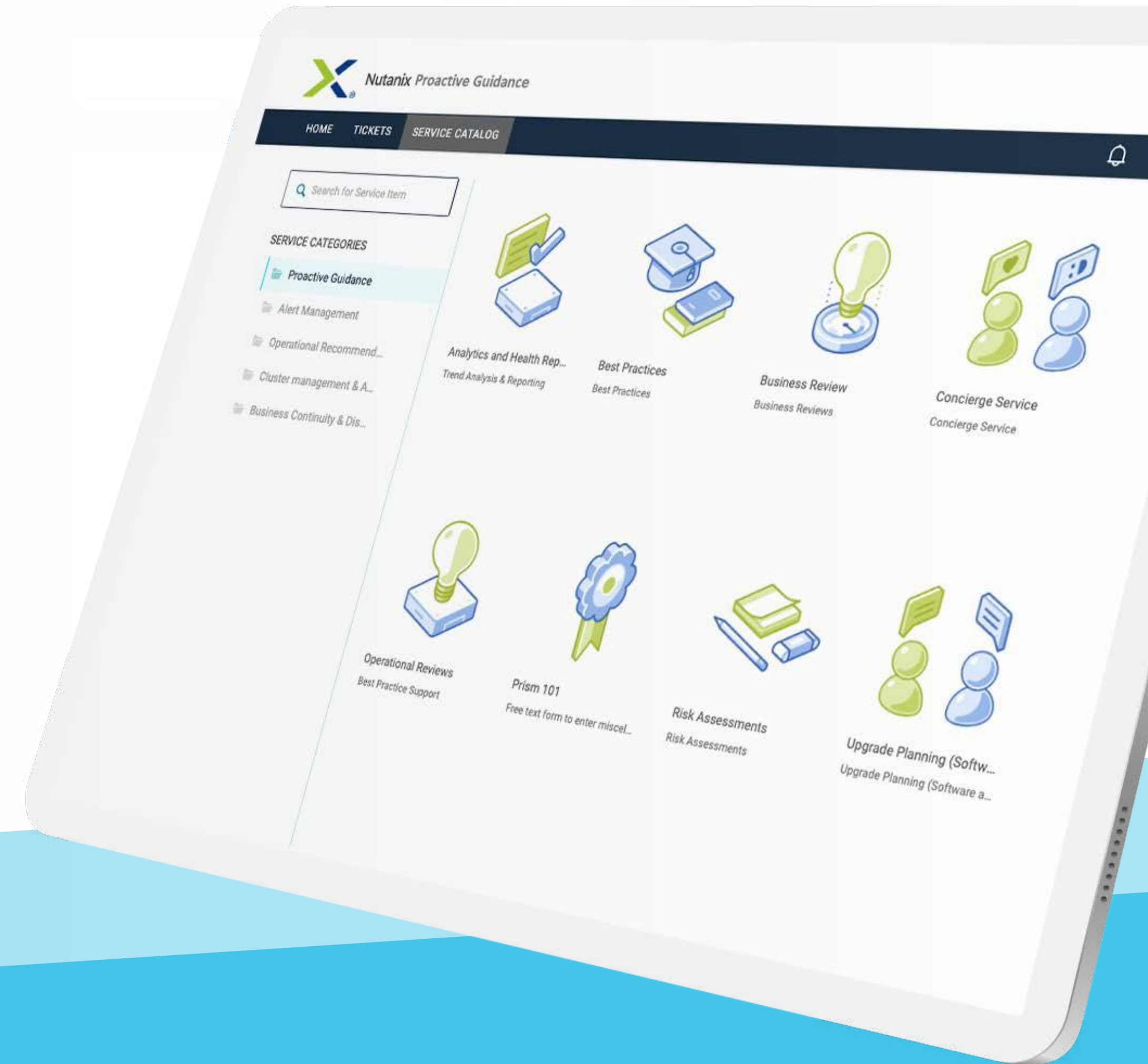
- Personalized business and operational reviews ensure you achieve your business goals and success metrics
- Comprehensive and customized reporting on risk and system health help you to maintain and optimize your environment





Proactive Guidance

Offering	Description	PRODUCTION	NCX	
			ADVANCED	PREMIER
Upgrade Planning	<ul style="list-style-type: none"> • Provide upgrade justification • Target S/W version recommendations • Upgrade risk assessment 	-	Annual	Bi-Annual
Analytics and Health Reporting	Enhanced, customized reports with customer-specific detail	-	Annual	Quarterly
Operational Reviews	Regular touchpoints to proactively maintain operational health and stability	-	Monthly	Bi-Weekly
Concierge Service	Advisory service for answering questions regarding Nutanix products, services, resources and best practices (non-support / break-fix)	-	Unlimited	Unlimited
Business Review	Business review with key stakeholders on the value realized	-	-	Annual Business Review
Risk Assessment	Comprehensive review of risk, including mitigation and remediation resources	-	Annual	Quarterly





Training

- Extensive collection of learning content available in multiple delivery modalities
- Offerings range from entry-level to advanced training, supporting customers on their learning journey
- Industry-recognized certification programs validate your team's skills

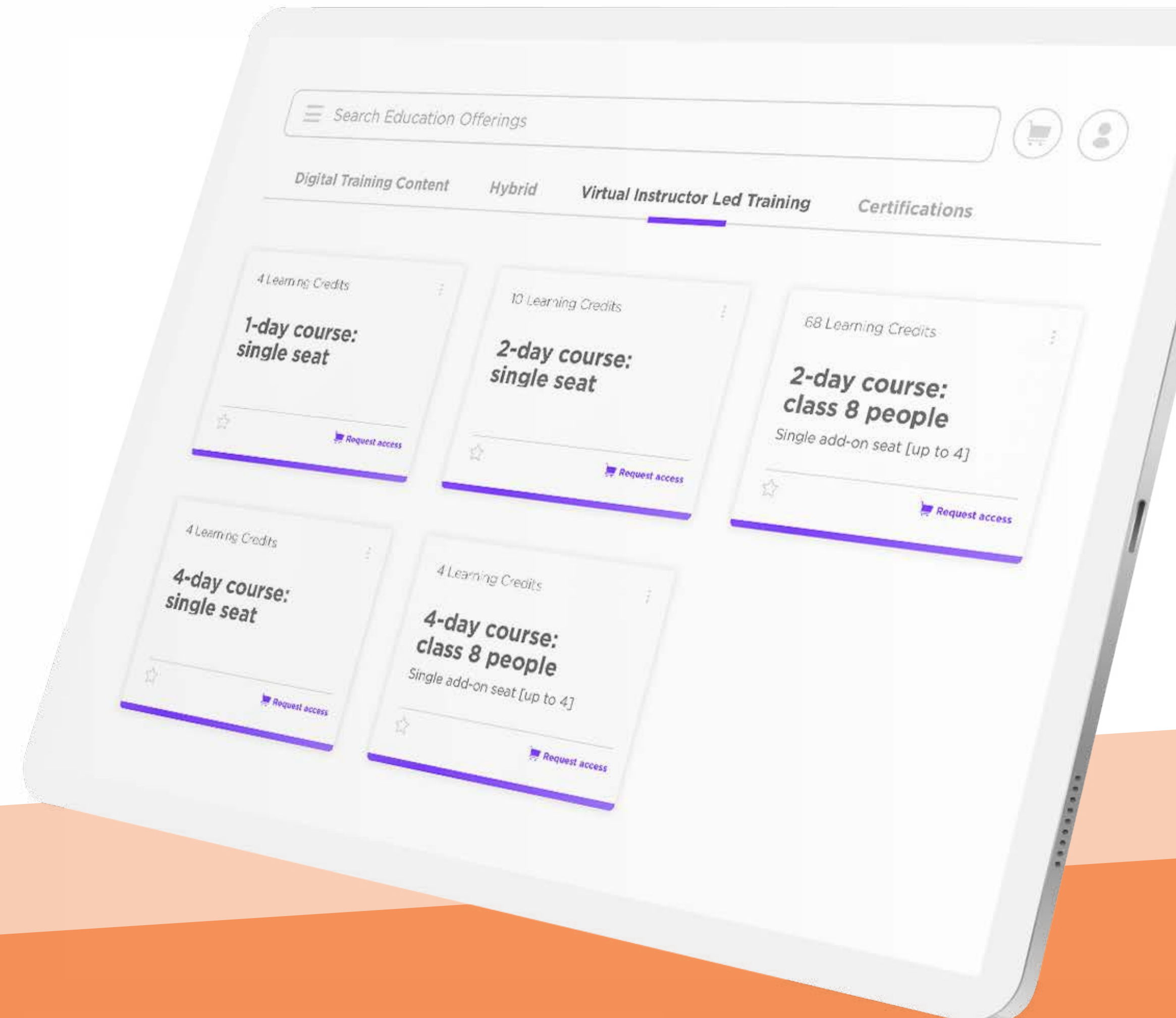




Training

Our training offerings help you transition to hybrid cloud and improve your proficiency with Nutanix technologies.

- Strengthen the cloud skills of your team to invest in their future
- Consume the mix of instructor led, self-paced or hybrid training that works best for you
- Training offerings are redeemable using Nutanix Customer Xperience (NCX) credits



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Nutanix Customer Xperience

Best-in-class. Comprehensive. Seamless.

Next generation support and services accelerate time-to-value, support your desired outcomes and build confidence and stability into your business.

ADVANCED	PREMIER
<p>Production Support plus: Adoption Services, Operations Management, Proactive Guidance, and Training</p>	<p>Advanced plus: Critical Event Management, additional Adoption Services and Training options, BCDR, Cluster Management, Software Upgrade support, and more frequent Guidance and Reporting.</p>
We Guide You	We Help You Do It

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Start Your Business Transformation with Nutanix Customer Xperience

For more information contact us today.

Learn more about the Nutanix Customer Xperience: www.nutanix.com/services

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