

Mitigate operational risks and improve availability with experience and solution knowledge

Nutanix Technical Relationship Manager Support Service

Nutanix Technical Relationship Manager (TRM) Support Service helps customers preemptively address risk and continually improve business outcomes. Backed by an award-winning support organization that has received a Net Promoter Score exceeding 90 for three consecutive years, a TRM can help your organization:

- › Maximize your ROI by optimizing your enterprise cloud built on Nutanix technologies.
- › Mitigate risk by proactively and promptly managing issues and escalations to resolution.
- › Gain insight into your environment with regular reviews and detailed reporting.
- › Be better prepared to take on new projects with joint planning and training.
- › Get a front seat to new features, technologies and solutions, including tech previews.

Proactively managing potential issues and challenges are essential elements of any successful IT operation. A Nutanix TRM is a cross-functional advisor who collaboratively brings in-depth product knowledge, proven skills with a proactive approach to help you streamline and optimize your Nutanix enterprise cloud deployments. A Nutanix TRM is backed by the world class and **award winning**¹ Nutanix support organization and bring datacenter infrastructure, operational experience and best practices to help you maximize the value from your Nutanix investment.

The Nutanix TRM Support Service approach is simple—deliver a coherent framework and practice from which every customer will benefit. TRM offerings focus on deliverables and outcomes versus a time-bounded model, different options are available depending on the scale and workload complexity within your environment. The TRM Support Service provides:

Trusted business partnership: Accelerate business value by optimizing technology deployment aligned with your datacenter strategy; 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 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.

SCOPE

The Nutanix TRM service engagement is offered as 12-month engagements. A Nutanix TRM is available for customers with valid production and mission critical support services. They operate during regular local business hours; supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative.

¹Winner of the Omega NorthFace Scoreboard AwardSM in 2013, 2014, 2015

Our TRM has been instrumental in aligning our IT strategy and requirements to the Nutanix product roadmap, shaping our overall virtualization ecosystem.

– Jon Walton,
Chief Information Officer for
the County of San Mateo

DETAILS

Customer Advocacy	<ul style="list-style-type: none">• Primary and proactive focal point into Nutanix to address business, technical and support matters• Coordinate product experts, engineering, support and services meetings• Coordinate with executives on critical business and technical matters• Prioritize customer requested new features• Multi-vendor escalation and coordination
Operational Risk Management	<ul style="list-style-type: none">• Comprehensive health checks and recommendations (quarterly, bi-annually)• 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 hypervisor versions
Analytics and Reporting	<ul style="list-style-type: none">• Proprietary service analytics and reporting: uptime, software and hardware reliability, utilization• Quarterly business reviews (quarterly, bi-annually)• Performance and health audits and reporting• Event analysis and report on critical cases, includes root cause
Business and Support Planning	<ul style="list-style-type: none">• Develop plan and recommend strategy for scaling, maximizing ROI• Define customer success metrics for the business• Review the hardware and software lifecycle to prepare for significant customer events or major project launches• Software and hardware lifecycle review
Education and Best Practices	<ul style="list-style-type: none">• Customer learning assessment, Nutanix Platform Professionals (NPP) training vouchers• Facilitate Product and technology enablement e.g. product and solution roadmap briefings and roundtables• Share best practices and whitepapers specific to customer environment• Facilitate product roadmap presentations with Nutanix experts• Deliver webcasts, review tools and key productivity enablers
Privileged Access Programs	<ul style="list-style-type: none">• In-depth product roadmap sessions and briefings (NDA required)• Early access to authorized and major new product releases (alphas/betas)

TERMS AND CONDITIONS

This datasheet is for informational purposes only. Nutanix makes no warranties, expressed or implied. Nutanix support and service engagements are governed by the Nutanix General Agreement, <http://www.nutanix.com/support-terms/>.



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Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform leverages web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution with rich machine intelligence. The result is predictable performance, cloud-like infrastructure consumption, robust security, and seamless application mobility for a broad range of enterprise applications.

Learn more at www.nutanix.com or follow us on Twitter [@nutanix](https://twitter.com/nutanix)

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