

Your personal IT expert who understands your business needs and personally resolves support issues for your Nutanix implementation

Nutanix Designated Support Engineer Service

FEATURES

Experienced, focused technical support

Direct assignment to senior team member

Rapid support escalation for complex issues when needed

Proactively assists with software updates and upgrades

Available to assist with critical coverage times

Proactive guidance: Advises your staff on cluster configurations

Knowledge-sharing: engages with your operations teams from lessons learned to avoid pitfalls

Reporting and business reviews: Regular issue and trend information coupled with a bi-annual business review that includes upcoming releases

Nutanix Designated Support Engineer (DSE) Service is a Nutanix value-add support offer providing personalized support when you need direct and priority access to a senior technical expert knowledgeable of your unique IT environment. Backed by an award-winning support organization that has received a Net Promoter Score exceeding 90 for three consecutive years. For your mission-critical environment, the DSE is one of the most valuable assets to add to your support solution, a DSE can help your organization:

- Minimize the impact of critical issues when running mission critical workloads on Nutanix technologies
- Improve system availability by providing guidance from lessons learned and proactively assisting with software updates and upgrades
- Reduce time to resolution by integrating, in a personalized way, with your operations team

Your DSE is a named member of our award winning Nutanix Support organization assigned to focus on your Nutanix solution. Your personal DSE brings in-depth product knowledge and acts as an extension of your operations team while supporting the entire Nutanix stack – all Nutanix features and functionality, Hypervisor(s), Compute, Storage and Networking.

If the DSE cannot personally resolve the issue, he or she will find the resources you need to expedite resolution. Your DSE is backed by a very senior team, which handles your issues if the primary DSE Engineer is unavailable. In the event of primary DSE unavailability, all of the issues are directly assigned to this senior team bypassing the regular case queue.

BENEFITS

- **Direct access to a technical expert who knows your IT environment:** Develops, regularly updates and maintains configuration and implementation information in support, precluding the need to provide background and configuration information for every issue raised.
- **Single point of contact:** Offers a personalized support experience with a consistent support technical representative who knows your environment
- **Maximize uptime and improves ROI:** Reduces resolution time by immediately engaging and providing a direct path to escalation when needed
- **Tightly coordinates cross-vendor issues:** Provides a consistent interface with other software/hardware vendors on cross-vendor issues and drives them to resolution
- **Knowledge transfer and guidance:** imparts best practices in managing the Nutanix solution to decrease the probability of future outages

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

SCOPE

The Nutanix DSE service engagement is offered as 12-month engagements. Nutanix DSE is available for customers with valid mission critical support services. They operate during regular local business hours; supported by 24x7 escalation management.

The DSE are located in one of Nutanix Global Support's Centers of Excellence – Tokyo, Sydney, Beijing, Bangalore, Amsterdam, Durham, NC and San Jose, CA. DSE is typically engaged in the post sales/post deployment phase of the lifecycle; however, they could be enlisted to assist with ongoing proof of concept work or during successive deployments.

Your local Nutanix Sales Representative will establish the correct DSE Service according to the size and complexity of your implementation and provide additional information or pricing details as requested.

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.

RELATED OFFERINGS

Nutanix offers other value-add support services to help you meet your organization's business and operational objectives including:

Technical Relationship Manager: Proactively and proactively manages support issues and accelerates problem management for your Nutanix implementation.



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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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