

Experience the Difference of Nutanix Support

Support Services for Nutanix on HPE® ProLiant® Servers

Nutanix is committed to delivering the highest level of support to customers running Nutanix Enterprise Cloud OS on validated HPE® ProLiant® platforms.

NO-WORRY SUPPORT

Nutanix stands behind its customers and ensures full supportability on all Nutanix qualified hardware platforms.¹

Nutanix has been awarded the prestigious Omega NorthFace Scoreboard Award for four consecutive years.

Omega bases the results on customer satisfaction and overall NPS scores that Nutanix receives from customers and partners.

Nutanix's Net Promoter Score (NPS) of 90+ for four years running demonstrates the consistent level of commitment to our customers, even as we continuously expand our reach across multiple platforms and environments globally.

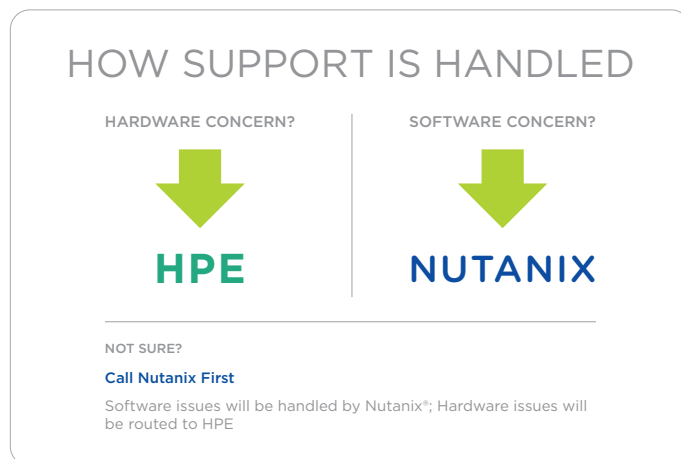
¹ Configurations need to comply with the Nutanix™ Hardware Compatibility List (HCL).

² TSANet® is a registered mark of the Technical Support Alliance Network. TSANet is a not-for-profit corporation involved in the promotion of public awareness among the computer manufacturing industry of the need for establishing guidelines to resolve customer disputes.

Nutanix has steadily expanded its portfolio of hardware platforms that are validated to host the Nutanix Enterprise Cloud OS Software. Following initial appliance offerings, Nutanix added support for other third-party servers, IBM®, Dell EMC® and Lenovo™ appliances through collaborative OEM relationships.

Responding to market and customer demand, Nutanix added HPE® ProLiant® servers to its portfolio of validated platforms. Nutanix Enterprise Cloud Software is certified to be deployed and fully supported on HPE® ProLiant® DL360 and DL380 Rackmount Servers.

HOW SUPPORT WORKS



1. The customer procures separate supports contracts. One with Nutanix and the other with the hardware platform provider.
2. Depending on the nature of the issue (hardware or software), the customer may receive support from either HPE or Nutanix.
3. Nutanix Support will drive all Nutanix software-related issues to resolution, while the hardware platform provider is responsible for resolving all hardware-related issues.
4. If during discussion with the customer it is determined that the problem lies with the hardware, Nutanix Support will initiate a support case with the hardware platform provider via TSANet².

HOW NUTANIX ANALYTICS AND AUTOMATIC SUPPORT MONITORING WORKS ON HPE® PROLIANT®

1. Hardware and software alerts provide system event notifications to Nutanix Support. When Nutanix receives any hardware alerts, Nutanix Support will notify the customer of the potential issue. Customers have the option of contacting their hardware vendor to confirm and address the issue proactively. Software alerts will be resolved by Nutanix Support. A subset of such alerts initiates cases automatically to enable efficient, proactive resolutions.
2. Pulse automatically provides diagnostic system data to Nutanix support teams in order to deliver proactive, context-aware support. Examples include failed disks, faulty network interface cards (NICs) and unusually high utilization of cluster resources that could lead to potential problems.
3. Nutanix Prism provides a “single pane of glass” for administering the virtualized Nutanix Enterprise Cloud solution environment. Both Alert and Pulse capabilities are enabled via Prism.

HARDWARE COMPATIBILITY LIST (HCL)

HPE® platforms qualified by Nutanix are listed in the [HPE® ProLiant® Hardware Compatibility List](#). The HCL is maintained by Nutanix, and is continually updated with details on the supported configurations, including firmware versions.

TECHNICAL SUPPORT ALLIANCE NETWORK

- TSANet (www.TSANet.org) is a global collaborative alliance consisting of hundreds of companies working together to support mutual customers more effectively.
- TSANet provides the infrastructure and framework for member companies to collaborate to resolve mutual customer issues that require multi-vendor support.
- Both HPE® and Nutanix are members of TSANet, the world’s largest multi-vendor support community. TSANet is home to hundreds of members including Cisco®, HPE®, Dell EMC®, Intel® and VMware®.

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SUPPORTED PLATFORMS

- HPE® ProLiant® Rackmount Server DL360 G10 8SFF
- HPE® ProLiant® Rackmount Server DL380 G10 12LFF
- HPE® ProLiant® Rackmount Server DL380 G10 26SFF
- HPE® ProLiant® Rackmount Server DL360 G9 8SFF
- HPE® ProLiant® Rackmount Server DL380 G9 8SFF
- HPE® ProLiant® Rackmount Server DL380 G9 12LFF
- HPE® ProLiant® Rackmount Server DL380 G9 24SFF

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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