



Support Services for Dell EMC XC Series Powered by Nutanix

PARTNERSHIP OVERVIEW

Since June 2014 Dell EMC and Nutanix have had a strategic collaboration in the development and delivery of the Dell EMC XC Series hyperconverged appliance.

This includes engineering, marketing, sales and support. This continued collaboration has built an expansive customer base consisting of over 10,000 XC nodes installed across more than 1,000 customers around the globe. These XC Series customers range from small to medium-sized clients to very large Global 2000 companies. Customers are deploying XC Series across all industries and for a variety of use cases including: VDI, enterprise and business applications, test/development, enterprise cloud, ROBO and Big Data.

In August 2016, Dell EMC signed a multi-year extension of their OEM agreement with Nutanix and is committed on delivering XC Series as a proven solution within their portfolio.

DELL EMC XC SERIES SUPPORT OVERVIEW

The Basics:

Dell EMC and Nutanix have a cooperative support agreement ensuring the highest levels of satisfaction for customers deploying the Dell EMC XC appliance powered by Nutanix software.

First call support for Dell EMC XC Series is exclusively handled through Dell EMC with additional assistance provided by Nutanix for the software when needed. All support calls for XC Series need to be launched through Dell EMC, who will triage the call to determine one of the following paths for support:

1. **If hardware**, Dell EMC will handle.
2. **If software**, Dell EMC may handle the initial call. If additional assistance is required for the software, then Dell will seamlessly engage Nutanix for resolution.

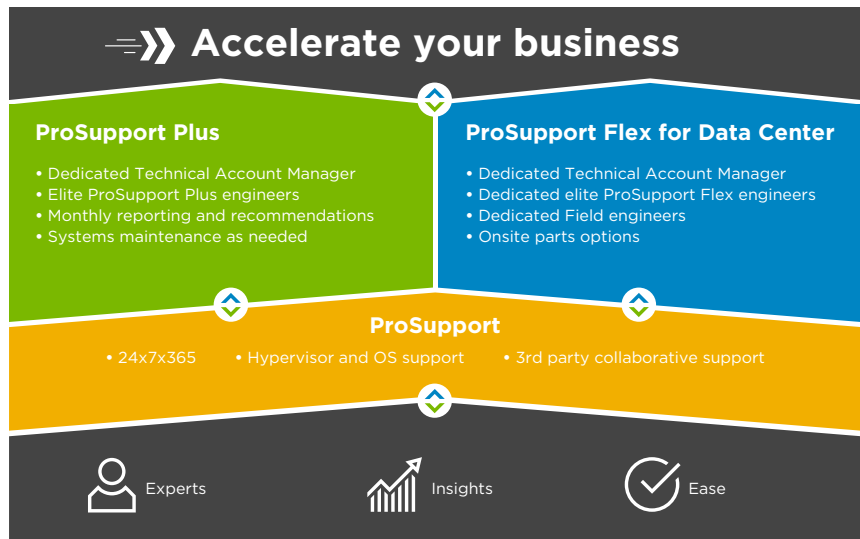
Dell EMC XC support offers:

- **ProSupport** – Comprehensive hardware and software support with experts available 24x7x365*, SupportAssist automated response and onsite parts and labor options*
- **ProSupport Plus** – Proactive and predictive support for critical systems with a dedicated Technical Account Manager (TAM), health checks and systems maintenance
- **ProSupport Flex for Data Center** – Flexible support for large IT environments with parts, labor and account management options that compliment your capabilities

*Availability and terms of Dell EMC Services vary by region. For more information, visit Dell.com/servicecontracts/global.

“OpenManage Essentials integrates with SupportAssist, which automatically creates cases if, for example, there’s an issue with a hard drive or node. Dell pro-actively monitors our network and our devices, and they give us a much better response time compared to other providers, thanks to Dell ProSupport.”

– Biju Samuel, Director of IT, Cardlytics



Customer support process flow:

- Customer submits online or calls Dell EMC to open a support case and supplies service tag information
Dell EMC checks entitlement of support and does initial triage of problem
 - If hardware, Dell EMC fixes or sends out replacement part and a Field Engineer (if applicable) to resolve the issue. Customer confirms resolution and Dell EMC closes the support case.
 - If software, Dell EMC troubleshoots the problem initially with the goal of resolving the issue on the first call. However, if additional software assistance is needed, then Dell EMC escalates the request for priority support from Nutanix. Nutanix then resolves the software support case, the customer confirms resolution and then Dell EMC closes case.

WHY DELL EMC SUPPORT

World-class companies all over the globe trust Dell EMC to support their Dell EMC and multi-vendor enterprise systems efficiently and keep them running all day, every day. Our scale and skill ensure that you'll be able to:

- **Focus on your business** while Dell EMC experts help reduce IT complexity
- **Improve performance and stability** with deep insight and intelligent data.
- **Increase productivity** with always accessible tailored support.

WHY NUTANIX SUPPORT

Nutanix embraces and cherishes all of their customers, no matter on which hardware platform the Nutanix Enterprise Cloud Platform is procured and running. Nutanix Support is regularly measured by the Omega Management Group (<http://omegascoreboard.com>) using the industry recognized Net Promoter Score (NPS) based on actual customer surveys. Nutanix has received the Omega NorthFace Scoreboard Award for multiple consecutive years. This industry-leading award demonstrates Nutanix's on-going commitment to building sustainable, long-term customer loyalty. Customers can be reassured that Nutanix Support has a leading ranking amongst some of the best known IT companies in the world with an NPS score averaging over 90 for the last three years (<https://www.nutanix.com/press-releases/2016/02/24/nutanix-receives-industry-leading-omega-northface-scoreboard-award-for-the-third-consecutive-year/>).

KEY NUMBERS AND SUPPORT SITES

Dell ProSupport 1-866-362-5350

Dell ProSupport Plus 1-855-305-9057

Dell Support site <http://support.dell.com> (*service tag# required*)

Product Documentation for Dell EMC XC Series (including support matrix)

Dell EMC XC Series Support documentation Drivers, downloads, manuals

Nutanix Support site *Always start with Dell EMC support*

Nutanix Global support numbers *Always start with Dell EMC support*

Nutanix Support FAQ www.nutanix.com/support/support-faqs



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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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