

## Key Benefits

- Improved Uptime from Predictive Issue resolution
- Faster resolution time
- Personalized & Proactive Support Experience
- Improved Platform Security

Ready to get Hands-On?

[Take a Test Drive](#)

Nutanix and Cisco share a partnership that delivers the industry's most complete hybrid multicloud solution built on our combined leadership in application, data and infrastructure management.

The Nutanix Cloud Platform (NCP), based on an industry-leading hyperconverged infrastructure (HCI), is now validated, certified and integrated with Cisco's server infrastructure to accelerate your hybrid multicloud journey and quickly achieve your business objectives.

Nutanix and Cisco are committed to delivering the highest level of support to customers running Nutanix enterprise cloud software on the Cisco Unified Computing System (UCS).

## Worry-Free Nutanix and Cisco Support

With a Net Promoter Score (NPS) of 90+ for nearly a decade, Nutanix is widely known for delivering world-class support. Nutanix also received the NorthFace ScoreBoard (NFSB) Service Award from the Customer Relationship Management Institute for 11 consecutive years. Chosen by customers, this award recognizes companies that provide superior support services..

Featuring full software support on qualified Cisco UCS hardware, we are

committed to ensuring a worry-free experience for customers who run their business applications and services on the Nutanix and Cisco solution.

## How Support is Handled

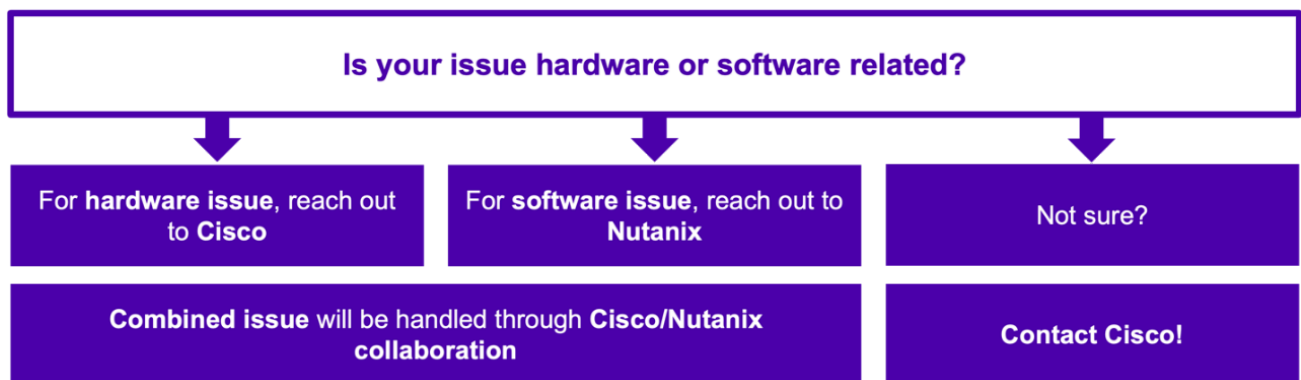
Technology transformation brings challenges and issues, and it's important to know how to handle them quickly and effectively. Nutanix and Cisco address support issues based on hardware vs. software. For hardware issues, Cisco offers proven expertise with the knowledge and skill set to resolve them. If you're facing software issues, Nutanix delivers rapid diagnostic and problem resolution to assist you.

## How to Engage with Customer Support

If your issue is related to hardware, please reach out to Cisco directly. For Nutanix software problems, please contact Nutanix Support.

In cases where the source of the problem is undetermined or involves both hardware and software, please contact Cisco. Cisco will seamlessly collaborate with Nutanix for dedicated software support while remaining responsible for all hardware-related issues.

## Integrated Support Workflow



## Nutanix Analytics and Automatic Support Monitoring for Cisco UCS

Critical alerts initiate a support case automatically to enable swift and

proactive resolution.

- Cisco support cases are automatically created for urgent hardware alerts.
- Nutanix support cases are automatically created for urgent software alerts.

## Hardware Compatibility List

Cisco UCS appliance configurations are qualified jointly by Nutanix and Cisco. All available platform configurations are listed by Nutanix on its platforms [spec sheet](#).

### Additional Links

- [Nutanix Compatibility Matrix](#)
- [Nutanix Support Portal](#)
- [Cisco Support Portal](#)

**NUTANIX**

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