

Professional Services

Service Descriptions

Services by Product

- Nutanix Cloud Infrastructure (NCI) Services 4
 - NCP Migration and Operations Workshop.....5
 - Migration Strategy KickStart..... 8
 - AI/ML Planning Workshop 10
 - NCI Design Workshop.....12
 - NCI Disaster Recovery Design Workshop15
 - NCI Flow Network Security Microsegmentation Design Workshop17
 - Kubernetes Platform Design Workshop.....19
 - AI/ML Stack Design Workshop.....21
 - NCI Cluster Deployment or Expansion.....23
 - NCI Disaster Recovery Deployment.....27
 - AI/ML Deployment.....31
 - NUS Mine Backup Appliance Deployment34
 - NCI Flow Network Security Microsegmentation Deployment.....37
 - FastTrack for NCI Flow Network Security Microsegmentation.....39
 - FastTrack for NCI Flow Virtual Networking VPC41
 - Kubernetes Platform Deployment44
 - Virtual Machine Migration Workshop.....47
 - Virtual Machine Migration49
 - Physical-to-Virtual Conversion.....51
 - FastTrack for Nutanix Move Application Migration.....53
 - NCI Operations Workshop.....55
 - NCI Cluster FitCheck59
- Nutanix Unified Storage (NUS) Services.....62
 - NUS Migration Workshop.....63
 - NUS Files Migration.....65
 - FastTrack for NUS Files67
 - NUS Files Operations Workshop69
 - NUS Mine Backup Appliance Deployment72
- Nutanix Cloud Clusters (NC2) Services75
 - Nutanix Cloud Clusters Design Workshop76
 - Nutanix Cloud Clusters on AWS Deployment78
 - Nutanix Cloud Clusters on Azure Deployment.....80
- Nutanix Cloud Management (NCM) Services82
 - Automation Strategy KickStart83
 - NCM Intelligent Operations Design Workshop.....85
 - NCM Self-Service Design Workshop.....87
 - Automation Design Workshop.....90
 - NCM Intelligent Operations Deployment93
 - FastTrack for NCM Intelligent Operations.....95
 - FastTrack for NCM Self-Service.....97
 - FastTrack for NCM Cost Governance100
 - Automation Development Sprint Service102
- Nutanix Database Service (NDB) Services106
 - Database Recommended Practices107

Database Planning and Assessment Workshop109
Database Design Workshop 111
NDB Deployment and Database Migration Starter Edition 113
FastTrack for NDB 116
NDB Deployment118
NDB Expansion120
NDB Database Patching..... 122
NDB Database Cloning.....124
Database Migration Planning Workshop 127
Database Migration.....130
Database FitCheck..... 132

End User Computing (EUC) Services..... 135

EUC Strategy KickStart136
EUC Discovery and Assessment Workshop138
EUC Broker Design Workshop..... 140
EUC Multisite Design Workshop 144
EUC Broker Deployment147
EUC Advanced Application Layering Deployment 152
EUC Advanced Environment Management Deployment..... 155
EUC Disaster Recovery and Multisite Integration158
EUC Gold Image Creation162
EUC Workload Expansion165
EUC Migration Workshop168
EUC Workload and Gold Image Migration170
EUC User Data Migration 172

Flexible Credits..... 174

Flexible Credits..... 175

Workshop Documentation Options 176

Workshop Documentation Options 177

Nutanix Cloud Infrastructure (NCI) Services

NUTANIX

NCP Migration and Operations Workshop

Product Code: CNS-NCP-WRK-MGO

At-a-Glance

Stage: Plan

The Nutanix Cloud Platform (NCP) Migration and Operations Workshop gives IT teams in-depth insights and practical guidance to achieve a successful migration to NCP. This workshop is ideal for the Plan stage of a hybrid multicloud journey and is suitable for complex solutions, including software-defined networking, automation, databases, and end user computing.

Service Scope

Delivered by highly skilled consultants with solid domain expertise and rich experience, the workshop begins with a discovery session to understand the operating environment and required outcomes. Critical areas identified during the discovery session are then addressed in a customized workshop.

Upon completion of the customized workshop, IT teams will:

- Know the areas of consideration vital to achieving a successful migration to NCP
- Understand and know how to resolve challenges that could stall migrations
- Plan and drive an optimized, efficient transition to new technologies and operating models

Potential workshop topics include but are not limited to the following:

Nutanix Cloud Infrastructure (NCI)

- Migrate workloads from VMware vSphere to Nutanix AHV
- Migrate business-critical applications to Nutanix AHV
- Explore data protection and disaster recovery (DR) solutions
- Integrate 3rd-party solutions with NCI
- Execute a full-stack transformation
- Manage environmental and operational considerations
- Operationalize and automate infrastructure and workload lifecycle
- Understand operational considerations when re-platforming

Software-defined Networking

- Migrate from VMware NSX to Nutanix Flow Virtual Networking
- Integrate Cisco Appliance Centric Infrastructure (ACI) into Nutanix AHV

Automation

- Migrate from VMware Aria (VRA/VRO) to Nutanix Cloud Manager (NCM) Self-Service
- Integrate existing Ansible/Terraform deployments into Nutanix AHV
- Migrate from VMware Tanzu to Nutanix-based Container solutions
- Migrate from RedHat OpenShift on VMware ESXi to RedHat OpenShift on Nutanix AHV

Databases

- Migrate existing databases to Nutanix AHV
- Operationalize and automate database lifecycle with Nutanix Database Services (NDB)
- Migrate NDB from VMware ESXi to Nutanix AHV

End User Computing (EUC)

- Migrate Citrix on VMware ESXi to Nutanix AHV
- Migrate VMware Horizon to Citrix Virtual Apps and Desktops (CVAD) or Citrix Desktop-as-a-Service (DaaS)
- Migrate EUC users and their data to Nutanix Unified Storage (NUS) Files
- Explore EUC data protection and disaster recovery for EUC multisite solutions

Limitations

- Excludes migration

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- Knowledge of current operations and existing product suite
- Understanding of future vision for the environment
- Completed discovery session and worksheet

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- High-level Summary Presentation
- Project Closeout

Duration

Typically up to 4 days

Related Products

- Nutanix Cloud Platform (NCP)
- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)
- Nutanix Database Services (NDB)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Migration Strategy KickStart

Product Code: CNS-DAY0-KST-MIG

At-a-Glance

Stage: Plan

The Migration Strategy KickStart gives IT teams in-depth insights and practical guidance to kickstart the planning for a successful migration to Nutanix Cloud Platform (NCP). This Kickstart workshop is ideal for the Plan stage of a hybrid multicloud journey. It is suitable for those seeking a tailored understanding of how to plan for and execute datacenter transformation or migration outcomes.

Service Scope

Delivered by highly skilled consultants with solid domain expertise and rich experience, the KickStart workshop begins with a discovery session to understand the operating environment and required outcomes. Critical areas identified during the discovery session are then addressed in a customized workshop.

Upon completion of this workshop, IT teams will:

- Know the areas of consideration vital to achieving desired business outcomes
- Understand and know how to resolve challenges that could stall the migration
- Be able to plan and drive an optimized, efficient transition to new technologies and operating models
- Learn how Nutanix Cloud Platform (NCP) helps run cost-effective environments that meet business requirements

Potential workshop topics include, but are not limited to, the following:

- Migrating workloads from VMware vSphere to Nutanix AHV
- Migrating workloads from VMware Horizon to other end user compute (EUC) environments
- Migrating business-critical applications to Nutanix AHV
- Executing a full stack transformation
- Exploring data protection and disaster recovery (DR) solutions
- Integrating 3rd-party solutions with virtualization infrastructure
- Managing environmental and operational considerations
- Operationalizing and automating infrastructure and workload lifecycle

Limitations

- Excludes migration

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Knowledge of current operations and existing product suite
- Understanding of future vision for the environment
- Completed discovery session and worksheet

Required Product Licenses

- None

Deliverables

- Workshop
- High-level Summary Presentation

Duration

Typically 2 hours, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

AI/ML Planning Workshop

Product Code: CNS-DAY0-WRK-PLN-GPT

At-a-Glance

Phase: Plan

The Nutanix Artificial Intelligence / Machine Learning (AI/ML) Planning Workshop offers IT teams in-depth and practical guidance to plan and implement infrastructure for AI/ML workloads based on the Generative Pre-trained Transformer (GPT) model for inference workloads running on on-premises Nutanix Cloud Infrastructure (NCI) clusters. This workshop is beneficial during the Planning stage of the Nutanix GPT-in-a-Box Solution journey.

Service Scope

Delivered by highly skilled consultants with strong AI/ML domain expertise and rich experience, the planning workshop begins with a discovery session to understand the operating environment and required outcomes. Critical areas identified during Discovery are then addressed in a customized workshop.

The service includes the following activities:

- Gather and discuss customer AI/ML use case, requirements, and expectations
- Assess and summarize the current state of AI/ML
- Review capacity planning, and scalability considerations for the number of end users who will leverage the GPT-based application
- Identify data management considerations, including the data source, data preparation for AI/ML use, data protection, and security
- Develop a risk management plan
- Learn the importance of choosing the right large language model (LLM) from a list of validated LLMs on Nutanix Cloud Infrastructure (NCI)
- Identify GPU selection and configuration options for inference
- Explore options for training the model, such as using virtual machines (VMs) or container services

Limitations

- Limited to infrastructure planning for AI/ML inference workloads.
- Design and deployment of AI/ML infrastructure workloads are excluded from the workshop
- The planning workshop is limited to one AI/ML use case

Supported Hypervisors

- Nutanix AHV

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Optimized Customer Strategy
- High-level Summary Presentation
- Project Closeout

Duration

Typically up to 1 day

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Design Workshop

Product Code: CNS-INF-A-WRK-DES

At-a-Glance

Stage: Design

The Nutanix Cloud Infrastructure (NCI) Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for on-premises NCI clusters. It covers various aspects such as scalability, functionality, integration, and operational needs. This workshop is beneficial during the Design stage of a hybrid multicloud journey, especially for complex solutions that involve third-party applications and automation.

Service Scope

A series of design workshops are delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, and networking teams. After the design workshop, the consultant develops a Nutanix Design document and configuration workbook that addresses conceptual, logical, and physical NCI design elements. It also details requirements, constraints, assumptions, design decisions, identified risks, and mitigations.

Starter Edition

For customers who want a basic Infrastructure design to run greenfield workloads.

The Starter Edition includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, and decisions in a series of workshops
- Develop NCI architecture, including interoperability, security, and scalability for future growth
- Define integration with AD/LDAP and IPAM/DNS environments
- Develop NCI cluster design
- Design virtual networking, including integration with the physical network
- Design virtual storage, including container layout, compression, and de-duplication
- Validate NCI sizing based on workload details provided by the customer
- Develop a plan for system functional validation testing
- Design security including data-at-rest encryption, SSL certificate, password complexity, and syslog

Pro Edition

For customers looking for a more comprehensive design that focuses on migrating existing workloads and storage. Choose the Pro Edition if designing for multisite architectures and disaster recovery (DR) capabilities or Nutanix Unified Storage (NUS).

The Pro Edition includes the following activities:

- Everything included in the Starter Edition
- Develop and plan a multisite on-premises design

- Design for one of the NUS data services (Objects, Volumes, or Files) (optional)
- Plan security hardening and compliance as per the *Nutanix Security Operations Guide*
- Assess datacenter infrastructure and rack design
- Gather RPO and RTO requirements for workloads, including DR and replication considerations
- Plan for VM and data protection
- Design to support the migration of existing workloads and storage into the new environment
 - Review the existing environment at a high level to support sizing
 - Develop migration methodology

Ultimate Edition

For customers looking to fully transform and secure infrastructure with advanced RBAC, Flow Virtual Networking, or Flow Network Security. Choose the Ultimate Edition if designing for advanced networking, multisite architectures, disaster recovery (DR) capabilities, or Nutanix Unified Storage (NUS).

The Ultimate Edition includes the following activities:

- Everything included in Starter and Pro Editions
- Assess the current state of elements included in the design
- Design RBAC and Nutanix categories/tagging
- Design for all NUS data services (Objects, Volumes, and Files) (optional)
- Design for Nutanix Flow Virtual Networking (VPC) or Nutanix Flow Network Security Microsegmentation

Limitations

- Limited to general virtualization and database workloads; end user computing (EUC) workload designs are available via workload-specific offers
- Excludes detailed migration planning. However, detailed planning is available as part of the Virtual Machine Migration Workshop

Starter Edition

- For each quantity purchased, design is limited to a single production environment at one physical site for a single supported hypervisor

Pro Edition

- For each quantity purchased, design is limited to a single production environment spanning multiple physical sites for a single supported hypervisor

Ultimate Edition

- For each quantity purchased, design is limited to a single production environment spanning multiple physical sites for a single supported hypervisor

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- None

Related Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Starter	Pro	Ultimate
Typically up to 5 days	Typically up to 10 Days	Typically up to 15 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)
- Nutanix Database Services (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Disaster Recovery Design Workshop

Product Code: CNS-INF-A-WRK-DRD-STD

At-a-Glance

Stage: Design

The Nutanix Cloud Infrastructure (NCI) Disaster Recovery (DR) Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive DR design for NCI based on Nutanix DR solutions, including Asynchronous, NearSync, Synchronous DR, and Metro Availability. This workshop is ideal during the Design stage of a hybrid multicloud journey for on-premises to on-premises disaster recovery.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the disaster recovery solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, and networking teams.

After the design workshop, the consultant develops a Nutanix DR Design document and configuration workbook that addresses conceptual, logical, and physical NCI DR design elements. It also details requirements, constraints, assumptions, design decisions, identified risks, and mitigations.

The service includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, and decisions, including recovery point (RPO) and recovery time (RTO) requirements
- Map RPO and RTO requirements into a DR solution
- Review Nutanix DR technologies and how each would fit into a solution
- Review virtual infrastructure components and integration with the DR solution
- Develop a plan for system functional validation testing

Sync / Async / NearSync DR Solutions

- Design availability zones
- Design protection policies
- Design recovery plans
- Design custom IP mappings
- Design categories

Metro Availability Solutions

- Design remote sites
- Design witness
- Design containers
- Design DRS / Affinity / HA settings on VMware ESXi clusters

Protection Domain-based Solutions

- Design remote sites
- Design protection domains
- Design VM classification

Limitations

- For each quantity purchased, design is limited to a single multi-cluster environment
- Limited to general virtualization workloads; database and end user computing (EUC) workload designs are available via workload-specific offers

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically up to 3 days

Related Products

- Nutanix Cloud Infrastructure (NCI)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Flow Network Security Microsegmentation Design Workshop

Product Code: CNS-INF-A-WRK-MCR-STD

At-a-Glance

Stage: Design

The Nutanix Cloud Infrastructure (NCI) Flow Network Security Microsegmentation Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for Flow Network Security which creates software-based firewalls that inspect traffic within the datacenter to protect and isolate workloads, users, and data. IT teams have a choice of scenarios to design for their on-premises NCI cluster or Nutanix Cloud Clusters (NC2). This offer is ideal for the Design stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the microsegmentation requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from networking, virtualization, and application teams.

After the design workshop, the consultant develops an NCI Flow Network Security Design document and configuration workbook that addresses requirements, constraints, and assumptions. The workbook also provides a detailed implementation plan and the list of required security policies and categories to be created and attached. The design of the security policies and categories will match one of the following use cases:

- End User Computing – Citrix Virtual Apps and Desktops, Frame
- 3-tier applications – presentation, application, data tiers
- Single-server applications – applications run on a single-server
- Server, service, virtual machine (VM), or environment isolation
- Service insertion and chaining

The service includes the following activities:

- Review AHV networking terminology
- Review features and functions of Flow Network Security, including microsegmentation, network service insertion, and network automation
- Discuss the design goals and gather communication requirements, including risks, constraints, and assumptions
- Assess the current state of systems to be segmented
- Assess network configuration impacts and requirements
- Develop security policies and categories for the selected use case
- Develop an implementation plan, process, and deployment waves
- Develop a post-implementation validation and test plan

- Optionally license and enable Nutanix Flow Network Security

Limitations

- Development of security policies and categories is limited to 10 applications
- Configuration of categories and policies are not included

Supported Hypervisors

- Nutanix AHV

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically up to 4 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Kubernetes Platform Design Workshop

Product Code: CNS-INF-A-WRK-K8

At-a-Glance

Stage: Design

The Kubernetes Platform Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for Kubernetes Platform on Nutanix Cloud Infrastructure (NCI). It covers various aspects such as performance, scalability, flexibility, integration, and operational needs. This workshop is beneficial during the Design stage of the hybrid multicloud journey.

Service Scope

The Design workshop is delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, security, and develop operations. After the design workshop, the consultant develops a Nutanix Design Document for the Kubernetes platform and a Configuration workbook that addresses conceptual, logical, and physical Kubernetes design elements.

Red Hat OpenShift

For customers who want to deploy Red Hat OpenShift Container Platform (OCP) to on-premises Nutanix Cloud Infrastructure (NCI).

The service includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, risks, mitigations, and decisions in the workshop
 - Review targeted containerized workload use cases
 - Assess Red Hat OpenShift Control Plane, Workers, and infrastructure nodes quantity and capacity requirements based on solution sizing
- Develop NCI architecture, including interoperability, security, and scalability for future growth
- Define integration with AD/LDAP and IPAM/DNS environments
- Develop NCI cluster design
- Design virtual networking for Red Hat OpenShift nodes
 - Plan Container Network Interface (CNI) solution for OpenShift
 - Plan north-south communications for default OpenShift router
- Develop virtual storage for Red Hat OpenShift nodes and containerized workload design
- Plan Nutanix Container Storage Interface (CSI) integration-based solution for OpenShift
- Design Red Hat Image Registry solution integration
- Plan secure sockets layer (SSL) certificates strategy
- Develop validation plan

Limitations

- For each quantity purchased, deployment is limited to 1 on-premises Kubernetes Platform Design in a single physical site
- The design can be deployed multiple times in various environments, such as development, test, production
- Continuous Integration/Continuous Delivery (CI/CD) pipeline or containerized workload deployment is excluded
- NCI Cluster design is excluded

Prerequisites

- Containerized workload use cases have been identified
- Workshop requires key stakeholders from virtualization, network and security, DevOps, and engineering

Required Product Licenses

- None

Deliverables

- Project Schedule
- Project Status Report(s)
- Workshops
- Workshop Slides and Supporting Content
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically 5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

AI/ML Stack Design Workshop

Product Code: CNS-INF-A-WRK-DES-GPT

At-a-Glance

Phase: Design

The Nutanix Artificial Intelligence/Machine Learning (AI/ML) Stack Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive infrastructure design for AI/ML workloads based on a Generative Pre-trained Transformer (GPT) model for inference workloads running on-premises Nutanix Cloud Infrastructure (NCI) clusters. It covers various aspects such as performance, scalability, flexibility, integration, and operational needs. This workshop is beneficial during the Design stage of the Nutanix GPT-in-a-box Solution journey.

Service Scope

A series of design workshops is delivered by a highly skilled consultant with strong domain expertise and rich experience to ensure that the solution requirements and required outcomes are identified. The consultant works collaboratively with key customer stakeholders from architecture, virtualization, and networking teams during the design workshop to gather requirements and develop the design. After the Design workshop, the consultant develops an infrastructure Design document for the AI/ML inference platform, a configuration workbook that addresses conceptual, logical, and physical NCI design elements.

This service includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, and decisions in a series of workshops
- Develop NCI cluster design for AI workloads
- Discuss the GPU selection and configuration options for inference
- Assess the network requirements and design virtual networking, including integration with the physical network
- Validate cluster size and platform selection based on workload details provided by the customer
- Design NUS Files or Objects data service
- Design security including data-at-rest encryption, Secure Sockets Layer (SSL) certificate, password complexity, and syslog

Limitations

- The infrastructure design is limited to a single AI/ML inference use case. Management and other clusters design requires a separate NCI Design Workshop for each additional cluster
- The design includes a single NUS Files or a single Objects data service
- The design service is limited to a single physical site

Supported Hypervisors

- Nutanix AHV

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document
- Project Closeout

Duration

Typically up to 5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Cluster Deployment or Expansion

Product Code: CNS-INF-A-SVC-DEP

At-a-Glance

Stage: Deploy

The Nutanix Cloud Infrastructure (NCI) Cluster Deployment or Expansion accelerates the deployment of hybrid cloud infrastructure to support any application and workload. Highly skilled consultants can deploy on-premises NCI clusters or dedicated Nutanix Unified Storage (NUS) clusters. The clusters can be deployed to various supported hardware platforms, regardless of whether it's Nutanix, our OEM partners, or other platform providers. This offer is ideal for the Deploy stage of the hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin deploying the NCI or dedicated NUS clusters according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the cluster(s).

Starter Edition

For customers who want to deploy up to 4 individual on-premises NCI clusters or expand an existing NCI cluster with additional nodes according to customer-provided design and configuration documentation during a single on-premises visit.

The Starter Edition is a basic NCI cluster deployment without any NUS data services and includes the following activities:

- Review customer-provided design and configuration documentation
- Configure layer 2 virtual networking on hypervisor hosts
 - Configure hypervisor vSwitch
- Deploy and configure NCI cluster, including recommended firmware and AOS
- Deploy and configure the hypervisor cluster on the deployed NCI cluster
 - For VMware vSphere clusters, integrate the vSphere cluster into an existing vCenter or deploy the vCenter Server Appliance (VCSA)
 - For Microsoft Hyper-V clusters, integrate Hyper-V cluster into an existing System Center Virtual Machine Manager (VMM)
 - Configure LCM for automatic updates (online or integrated into an existing dark site webserver)
- Deploy and integrate Prism Central (optional)
- Enable local key management service for encryption (optional)
- Test and validate the deployed clusters

Pro Edition

For customers who want to deploy one of the available Nutanix Unified Storage data services: Objects, Volumes, or Files on one or more NCI clusters deployed with the Starter Edition.

The Pro Edition is also appropriate for deploying dedicated NUS clusters and includes the following activities plus one of the optional activities:

- Everything included in the Starter Edition
- Deploy one NUS Files, Volumes, or Objects data service according to a customer-provided design and configuration documentation
 - NUS Objects:
 - Enable Nutanix Objects
 - Deploy object store
 - Generate API keys
 - Configure bucket(s)
 - Test and validate the NUS Objects deployment
 - NUS Volumes:
 - Configure the iSCSI target address
 - Configure volume groups
 - Test and validate the NUS Volumes deployment
 - NUS Files:
 - Deploy NUS Files
 - Configure file server and shares
 - Test and validate the NUS Files deployment
- Optional services (choose one):
 - Deploy and configure dark site LCM webserver running either IIS (Windows) or Apache (supported Linux OS) on the customer-provided VM image
 - Harden Nutanix Controller VM and AHV according to the *Nutanix Security Guide*
 - Install and configure hardware and drivers for GPU
 - Install host drivers
 - Deploy GPU license server
- Configure a single test VM for vGPU

Ultimate Edition

For customers who want to deploy any combination of the available Nutanix Unified Storage data services: Objects, Volumes, or Files on one or more NCI clusters deployed with the Starter Edition.

The Ultimate Edition is appropriate for deploying dedicated NUS clusters to consolidate all data services and includes the following activities plus one of the optional activities:

- Everything included in the Starter Edition
- Deploy any combination of NUS Files, Volumes, or Objects data service according to a customer-provided design and configuration documentation
 - NUS Objects:
 - Enable Nutanix Objects
 - Deploy object store
 - Generate API keys
 - Configure bucket(s)

- Test and validate the NUS Objects deployment
- NUS Volumes:
 - Configure the iSCSI target address
 - Configure volume groups
 - Test and validate the NUS Volumes deployment
- NUS Files:
 - Deploy NUS Files
 - Configure file server and shares
 - Test and validate the NUS Files deployment
- Optional activities: (choose one):
 - Deploy and configure dark site LCM webserver running either IIS (Windows) or Apache (supported Linux OS) on the customer-provided VM image
 - Harden Nutanix Controller VM and AHV according to the *Nutanix Security Guide*
 - Install and configure hardware and drivers for GPU
 - Install host drivers
 - Deploy GPU license server
- Configure a single test VM for vGPU

Limitations

- For each quantity purchased, deployment is limited to 1 node
- Maximum of 64 nodes distributed in up to 4 NCI or dedicated NUS clusters of a single hypervisor type at a single physical site
- Excludes creation or updates to existing design documentation
- Excludes NCI Flow Network Security or NCI Advanced Replication deployment
- Excludes EUC, AI/ML, or database workload deployment

Starter Edition

- Hypervisor vSwitch limited to 2 vSwitches and 5 port groups
- For VMware vSphere clusters, vCenter Server Appliance (VCSA) deployment limited to one standalone appliance

Pro Edition

- Deployment of one NUS Files, Volumes, or Objects data service per NCI or dedicated NUS cluster up to a maximum of 4 clusters according to the customer-provided design (customer choice of one)

Ultimate Edition

- Hardening of 3rd-party components, including VMware ESXi and Microsoft Hyper-V

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

- Microsoft Hyper-V

Prerequisites

- Hardware that meets all product requirements for the selected hypervisor, NCI, and NUS (as required)

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- For VMware ESXi Hypervisor, Enhanced vMotion Compatibility (EVC) must be enabled for cluster expansions
- Customer-provided Design document
- Completed Pre-Install Questionnaire

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Starter	Pro	Ultimate
Typically up to 3 days	Typically up to 4 days	Typically up to 5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- End User Computing (EUC)
- Nutanix Database Services (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Disaster Recovery Deployment

Product Code: CNS-INF-SVC-DRD

At-a-Glance

Stage: Deploy

The Nutanix Cloud Infrastructure (NCI) Disaster Recovery (DR) Deployment accelerates the deployment of NCI DR solutions, including Asynchronous, NearSync, Synchronous DR, Metro Availability, and Protection Domain-based DR on on-premises NCI clusters. This offer is ideal for the Deploy stage of the hybrid multicloud journey for on-premises to on-premises disaster recovery.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by reviewing the customer-provided DR design document and requirements. The consultant then deploys and configures one of the supported DR solutions according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the cluster(s).

Asynchronous or NearSync DR Solution Edition

For customers deploying Asynchronous or NearSync replication between on-premises availability zones.

The Asynchronous or NearSync Edition includes the following activities:

- Review customer-provided DR design documentation, RPO, and RTO requirements
- Review sizing for Nutanix snapshots
- Review requirements for Nutanix Guest Tools (NGT)
- Based upon customer-provided DR design:
 - Configure availability zones
 - Configure protection policies
 - Configure recovery plans
 - Configure custom IP mappings
- Deploy and integrate Prism Central, as required
- Install NGT (optional, requires supported guest operating systems)
- Test and validate recovery of nonproduction-protected VMs

Synchronous and Metro Availability Solution Edition

For customers deploying Nutanix synchronous replication to ensure a zero-data loss configuration between on-premises availability zones within a metro region.

The Metro Availability Solution Edition includes the following activities:

- Review customer-provided DR design documentation, RPO, and RTO requirements
- Review sizing for Nutanix snapshots
- Review network bandwidth and latency to support synchronous replication

- Review Metro Availability operational modes (manual, automatic resume, witness)
- Based upon customer-provided DR design:
 - Configure remote sites on each NCI cluster
 - Deploy Metro Witness VM at 3rd site (optional)
 - Configure source and destination containers
 - Configure protection domain(s) between containers
 - For VMware ESXi clusters, configure DRS affinity rules and HA settings
- Migrate test VMs onto Metro Availability containers
- Test and validate migration of test VMs between sites
- Test and validate the DR process for failed site
- Test and validate the clean-up process and migration back to the primary site

Protection Domain-based Solution Edition

For customers leveraging legacy Protection Domain-based Async DR and NearSync DR technologies between on-premises availability zones.

The Protection Domain-based Solution Edition includes the following activities:

- Review customer-provided DR design documentation, RPO, and RTO requirements
- Review sizing for Nutanix snapshots
- Review requirements for Nutanix Guest Tools (NGT)
- Based upon customer-provided DR design:
 - Configure remote sites
 - Configure protection domains
 - Assign VMs to the protection domains

- Install NGT on VMs (optional)

Note: NGT is required for cross-hypervisor DR

- Test and validate recovery of nonproduction-protected VMs
 - Validate recovery from the primary site protection domain
 - Validate recovery from remote site protection domain
 - Validate protection domain migration (planned event)
 - Validate protection domain activation (unplanned event)
 - Validate post-DR clean-up procedures

Limitations

- Excludes Disaster Recovery to Nutanix Cloud availability zone (also known as Nutanix DRaaS)

Asynchronous or NearSync DR Solution Edition

- Configuration limited to:
 - 2 availability zones
 - 5 protection policies
 - 5 recovery plans
 - 20 custom IP mappings
- Installation of NGT limited to 5 VMs
- Test and validate recovery of up to 5 nonproduction-protected VMs

Synchronous and Metro Availability Solution Edition

- Migrate up to 5 test VMs onto Metro Availability containers

Protection Domain-based Solution Edition

- Configure up to 10 protection domains
- Installation of NGT limited to 5 VMs
- Test and validate recovery of up to 5 nonproduction-protected VMs

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI source cluster and NCI target cluster that meets all product requirements for the selected DR solution.

Note: For information on the requirements for configuring Nutanix Disaster Recovery, see Disaster Recovery Requirements in the *Nutanix Disaster Recovery Guide* on the Nutanix Support Portal.

- Completed Pre-Install Worksheet

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Hypervisor license for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Async, NearSync, Sync	Metro Availability	Protection Domains
Typically up to 3 days	Typically up to 3 days	Typically up to 2 days

Related Products

- Nutanix Cloud Infrastructure (NCI)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

AI/ML Deployment

Product Code: CNS-INF-A-SVC-DEP-GPT

At-a-Glance

Phase: Deploy

The Nutanix Artificial Intelligence / Machine Learning (AI/ML) Deployment service accelerates the deployment of a Nutanix-provided bootstrap AI/ML inference solution based on a Generative Pre-trained Transformer (GPT) workload on Nutanix Cloud Infrastructure (NCI). The deployed solution will validate that the NCI cluster can be used for virtual machine (VM)- or container-based inference. It also provides an API endpoint for the customer to build out the AI/ML application. This offer is ideal for the Deploy stage of the Nutanix GPT-in-a-box Solution journey.

Service Scope

Highly skilled consultants deploy the Nutanix-provided bootstrap solution by enabling NCM Self-Service in Prism Central, deploying a VM-based blueprint from the NCM Self-Service Marketplace, and configuring it. After the deployment of the solution, the consultant will demonstrate the model validation with sample data.

This service includes the following activities:

- Review the NCI cluster configuration that runs the AI workload
- Deploy Nutanix-provided bootstrap application that will provide a REST API endpoint for the application integration
 - Configure NCM Self-Service
 - Enable NCM Self-Service in Prism Central
 - Deploy one Ubuntu blueprint from the NCM Self-Service Marketplace as the AI compute instance, which includes the following:
 - Configure the compute instance with GPU passthrough
 - Install NVIDIA drivers to use the GPU
 - Configure the compute instance with shared storage (NUS Files or Objects) to store a large language model (LLM)
 - Install the LLM prerequisites, including the Nutanix LLM package and Python libraries
 - Download model files from the LLM provider and generate the model archive
 - Deploy PyTorch serving framework to run the LLM
- Demonstrate the bootstrap application with sample data

Limitations

- Excludes training a new LLM
- Excludes creation or updates to existing design documentation

- Excludes NCI cluster, NUS, and Prism Central deployment.

Note: *NCI Cluster Deployment or Expansion Pro Edition* is recommended

- For each quantity purchased, deployment is limited to 1 on-premises NCI cluster
- NCM Self-Service configuration is limited to 1 blueprint deployment from the NCM Self-Service Marketplace

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster that meets all product requirements for GPT-in-a-Box, NUS, Prism Central, NCM Self-Service, and a supported GPU

Note: For information on the requirements for NCI Clusters, see *Field Installation Overview* in the *Field Installation Guide* on the Nutanix Support Portal.

Note: For information on the requirements for deploying NCM Self-Service, see *Calm Prerequisites and Deployment in Calm Administration and Operations Guide* on the Nutanix Support Portal.

Note: For information on NUS Files Prerequisites, see *Prerequisites* in *Nutanix Files User's Guide* on the Nutanix Support Portal.

- Completed Pre-Install Questionnaire

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI) Ultimate Edition
- Nutanix Unified Storage (NUS) Pro Edition

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment of bootstrap solution
- Usable API endpoint
- Project Closeout

Duration

Typically up to 2 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NUS Mine Backup Appliance Deployment

Product Code: CNS-INF-A-SVC-DPD-MIN

At-a-Glance

Stage: Deploy

The Nutanix Unified Storage (NUS) Mine Backup Appliance Deployment accelerates the deployment of the Nutanix Mine dedicated backup solution with in-depth expertise from highly skilled consultants. IT Teams have a choice of available backup vendors when deploying component VMs on the on-premises dedicated NUS cluster, where the cluster storage is used to store backup workloads. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by deploying and configuring the dedicated NUS cluster. After the cluster deployment, the consultant then deploys and configures the Mine Backup Appliance for one of the supported backup tools according to Nutanix recommended practices and customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the NUS cluster.

The service includes the following activities:

- Deploy dedicated NUS cluster
 - Review layer 2 networking requirements
 - Deploy cluster
 - Configure Nutanix AHV and NUS to support Mine
 - Integrate dedicated NUS cluster into Prism Central (optional)
 - Test and validate the deployed dedicated NUS cluster
- Deploy Nutanix Mine
 - Deploy foundation for Nutanix Mine VM
 - Deploy the backup engine
 - Configure integration between Veeam and Prism (as needed)
- Configure backup tool (per policy pack)
 - Configure up to five of the backup sources listed below
 - Configure backup policies and assign the configured sources based on the existing design
- Perform test backup and restore of a non-production VM
 - VM-level restore
 - File-level restore

Limitations

- Dedicated NUS cluster limited to single on-premises cluster with up to 8 nodes at a single physical site
- Backup tool configuration limited to a single supported backup tool
- Backup configuration limited to 5 sources and five backup policies
- Test backup and restore limited to a single VM-level restore and a single file-level restore

Supported Hypervisor

- Nutanix AHV

Supported Backup Tools

- HYCU
- Veeam
- Commvault

Supported Backup Sources

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V
- Physical Linux sources
- Physical Windows sources

Prerequisites

- Fully supported and functional on-premises dedicated NCI cluster with up to 8 nodes that meets all product requirements for NUS and NUS Mine Backup Appliance

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in *the Field Installation Guide* on the Nutanix Support Portal.

- Completed Pre-install worksheet

Required Product Licenses

- Nutanix Unified Storage (NUS)
- Backup software licenses for the dedicated NUS cluster

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 4 days

Note: Duration varies based on the backup tool and the number of backup policies created

Related Products

- Nutanix Unified Storage (NUS)
- NUS Mine Integrated Backup

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Flow Network Security Microsegmentation Deployment

Product Code: CNS-INF-A-SVC-MCR-STD

At-a-Glance

Stage: Deploy

The Nutanix Cloud Infrastructure (NCI) Flow Network Security Microsegmentation Deployment accelerates the deployment of Flow Network Security, which creates software-based firewalls that inspect traffic within the datacenter to protect and isolate workloads, users, and data. IT teams have a choice of scenarios to design for their on-premises NCI cluster or Nutanix Cloud Clusters (NC2). This offer is ideal for the Deploy stage of the hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by reviewing the customer-provided NCI Flow Network Security Design document and requirements. The consultant then deploys and configures the required security policies and categories. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final microsegmentation configuration.

The service includes the following activities:

- Review and verify deployment requirements, constraints, assumptions, dependencies, and decisions for the configuration as documented in the existing design document
- Enable and license Nutanix Flow Network Security on the existing on-premises NCI or NC2 cluster, if needed
- Execute the deployment plan, process, and deployment waves
 - Configure categories and apply them to VMs as defined in the plan
 - Configure policies as defined in the plan
 - Conduct testing and validation of the policies
 - Optionally enable Flow Network Security Central
- Execute the existing post-migration validation plan

Limitations

- For each quantity purchased, deployment is limited to 10 Flow Network Security policies per pack.

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) cluster that meets all product requirements for Flow Network Security
- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring the Prism Central instance, see *Prism Central Installation or Upgrade in the Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Prism Central and Prism Element time synced
- Active Directory domain and user group requirements as required for the VDI policy

Note: For information on the requirements for configuring NCI Flow Network Security, see *Flow Microsegmentation Guide* on the Nutanix Support Portal.

- Production and Test virtual networks already configured
- Customer-provided Design document
- Completed Pre-Deployment Questionnaire

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI) Pro or Ultimate Edition

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NCI Flow Network Security Microsegmentation

Product Code: CNS-INF-FST-FLOW

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Cloud Infrastructure (NCI) Flow Network Security Microsegmentation accelerates the enablement and deployment of Flow Network Security, which creates software-based firewalls that inspect traffic within the datacenter for critical applications and data. IT Network teams have a choice of available scenarios to deploy for their on-premises NCI cluster or Nutanix Cloud Clusters (NC2). This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement session to identify requirements. After the enablement session, the consultant configures NCI Flow Network Security for one of the available scenarios. Enablement sessions require collaboration with key customer stakeholders from networking, virtualization, and application teams.

The service includes the following activities:

- Conduct NCI Flow Network Security enablement session
 - Review AHV networking terminology
 - Discuss Flow Network Security policies
 - Explain the Flow Network Security policy evaluation order
 - Explain categories usage in Flow Network Security policies
 - Optionally enable Flow Security Central
- Configure and customize one of the following scenarios
 - Configure a single Application Security policy (2- or 3-tier)
 - Configure a single Isolation Environment policy
 - Configure a single Quarantine policy
 - Configure a Virtual Desktop Infrastructure (VDI) policy with support for AD groups

Limitations

- Limited to a single Prism Central instance
- Application Security policy limited to a total of 5 VMs in all tiers
- Isolation Environment policy limited to 5 VMs within a category
- Quarantine policy limited to 5 VMs
- VDI policy limited to 3 Active Directory groups, with 3 users per group

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) cluster that meets all product requirements for Flow Network Security
- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring the Prism Central instance, see *Prism Central Installation or Upgrade in the Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Prism Central and Prism Element time should be in sync
- Active Directory domain and user group requirements as required for the VDI policy

Note: For information on the requirements for configuring NCI Flow Network Security, see *Flow Microsegmentation Guide* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI) Pro or Ultimate Edition

Deliverables

- Project Kickoff
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NCI Flow Virtual Networking VPC

Product Code: CNS-INF-FST-FVN

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Cloud Infrastructure (NCI) Flow Virtual Networking (VPC) accelerates the deployment of software-defined network virtualization solutions, which provides overlay capabilities for on-premises Nutanix AHV clusters, with in-depth networking expertise from highly skilled consultants. IT Network teams have a choice of available scenarios to enable Flow Virtual Networking for on-premises sites. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement and discovery session. After the enablement and discovery session, the consultant configures NCI Flow Virtual Networking for one of the available scenarios. Enablement sessions require collaboration with key customer stakeholders from networking, virtualization, and application teams.

Starter Edition

For customers who want to enable NCI Flow Virtual Networking for a single Prism Central in a single physical site.

The Starter Edition includes the following activities:

- Conduct NCI Flow Network Security enablement and discovery session
 - Provide NCI Flow Virtual Networking architecture overview
 - Analyze and determine physical network readiness
 - Describe VPC implementation
 - Plan VPC subnets
 - Plan connectivity to external subnets
 - Gather and document NAT gateway implementation requirements
 - Identify static route requirements
 - Discover management plane and operational dependencies
- Configure Flow Virtual Networking on Prism Central
 - Integrate Flow Virtual Networking into an existing DNS service
 - Create an external network (NAT)
 - Create VPCs
 - Create subnets
 - Configure and assign floating IPs

- Create policy-based routing policies for the following use cases
 - Traffic flow between subnets
 - Traffic flow in/out of a VPC
- Create and execute a Flow Virtual Networking Test Plan to validate the solution

Pro Edition

For customers who want to enable NCI Flow Virtual Networking for 2 Prism Central instances in 2 physical sites with VPN connectivity.

The Pro Edition includes the following activities:

- Everything included in the Starter Edition
- Enable Flow Virtual Networking on both Prism Central instances
- Configure a VPN endpoint between Prism Central instances

Limitations

Starter Edition

Configuration limited to:

- A single external network (NAT)
- 5 VPCs, 10 subnets per VPC, and 5 floating IPs per VPC
- 5 floating IPs per VPC and up to 10 VMs
- 5 policy-based routing policies

Pro Edition

- VPN endpoint configuration is limited to the on-premises Nutanix VPN gateway

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster(s) that meets all product requirements for Flow Network Security

Note: For information on the requirements for configuring NCI Flow Virtual Networking, see *Prerequisites for Flow Virtual Networking* on the Nutanix Support Portal.

- At least one external VLAN accessible from Prism Central
- Access to customer networking team to implement static routes

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI) Pro or Ultimate Edition

Deliverables

- Project Kickoff
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Starter	Pro
Typically up to 4 days	Typically up to 5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Kubernetes Platform Deployment

Product Code: CNS-INF-A-SVC-K8

At-a-Glance

Stage: Deploy

The Kubernetes Platform Deployment service accelerates the deployment of a Kubernetes platform to Nutanix Cloud Infrastructure (NCI). Highly skilled consultants deploy the Kubernetes platform to on-premises NCI clusters running on supported hardware platforms. This offer is ideal for the Deploy stage of the hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin deploying a Kubernetes Platform to a supported hypervisor according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized As-built document and updated Configuration workbook to document the final configuration of the Kubernetes platform

Red Hat OpenShift

For customers who want to deploy Red Hat OpenShift Container Platform (OCP) to a single on-premises NCI cluster according to customer-provided design and configuration documentation.

The service includes the following activities:

- Review customer-provided design and configuration documentation
- Configure Nutanix Prism Central for Red Hat OpenShift deployments
- Configure virtual networking for Red Hat OpenShift nodes
- Configure virtual storage for Red Hat OpenShift nodes and containerized workloads
- Deploy Red Hat OpenShift Installer Provisioned Infrastructure (IPI) cluster
- Deploy and configure Nutanix Container Storage Interface (CSI)
 - Deploy and configure storage classes for Nutanix
 - Deploy and configure volume snapshot storage classes for Nutanix Unified Storage (NUS) Volumes
 - Deploy and configure storage classes for NUS Files (optional)
- Configure OpenShift image registry on one of the following:
 - NUS Objects
 - NUS Files
- Configure OpenShift Compute node machine sets

Limitations

Red Hat OpenShift Edition

- For each quantity purchased, deployment is limited to 1 on-premises NCI Cluster in a single physical site
- Configure up to 2 storage classes for NUS Volumes
- Configure up to 2 storage classes for NUS Files (optional)
- Configure up to 2 volume snapshot storage classes for NUS Volumes
- Configure up to 2 OpenShift compute node machine sets

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

Note: For information on NUS Files prerequisites, see Prerequisites in *Nutanix Files User's Guide* on the Nutanix Support Portal.

- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring NCM Intelligent Operations, see Prism Central Installation or Upgrade in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Customer-provided Design document
- Completed Pre-deployment Questionnaire

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Container platform licenses

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically 3 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Virtual Machine Migration Workshop

Product Code: CNS-INF-A-WRK-MIG-STD

At-a-Glance

Stage: Migrate

The Virtual Machine Migration Workshop offers IT teams in-depth and practical guidance to create a comprehensive virtual machine migration plan for migrating virtual machines to Nutanix Cloud Infrastructure (NCI). This offer is ideal for the Migrate state of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with a discovery session that collects migration requirements, current and desired guest operating system versions, application dependencies, and maintenance windows. The consultant then conducts a workshop based on the discussions during the discovery session, selects the migration tool, and creates a migration plan.

The service includes the following activities:

- Conduct a virtual machine migration discovery session:
 - Gather and document migration requirements, constraints, assumptions, dependencies, and decisions for the migration effort
 - Assess the current state of systems to be migrated
- Conduct virtual machine migration workshop:
 - Review options for migrating existing virtual and physical machines to the planned Nutanix Cloud Platform (NCP)
 - Assess network configuration impacts and requirements
 - Select a migration tool
 - Develop a migration plan and process, rollback plans, and migration wave(s)
 - Develop a post-migration validation plan

Limitations

- For each quantity purchased, migration planning limited to 500 VMs. Larger environments are accommodated via a custom statement of work (SOW)
- Detailed planning for database- and application-specific migrations is addressed under separate application-specific service offers

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- Operating systems are supported by both NCI and the selected migration tool

Note: For information on the supported guest operating systems, see *Nutanix Compatibility and Interoperability Matrix* on the Nutanix Support Portal.

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Migration Workbook
- Migration Plan
- Migration Test Plan
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically 4 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Virtual Machine Migration

Product Code: CNS-INF-A-SVC-MIG-VMS

At-a-Glance

Stage: Migrate

Virtual machine (VM) Migration offers IT teams strong domain expertise to migrate virtual machines to Nutanix Cloud Platform (NCP) per the customer-provided migration plan. This offer is ideal for the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the virtual machine migration requirements and post-migration validation plan are accurate. The consultant then migrates the virtual machines according to the migration plan.

The service includes the following activities:

- Validate virtual machine migration requirements and validation plan
- Deploy migration tools as required according to the migration plan
- Configure infrastructure as required by the migration plan
- Migrate the virtual machines based on the migration plan
- Monitor the migration process via periodic touchpoints
- Remediate identified migration issues
- Execute the existing post-migration validation plan

Limitations

- Excludes migration planning
- For each quantity purchased, migration is limited to up to 5 VMs or up to 2.5TiB of total data
 - Migration must occur as a single contiguous migration wave

Note: Larger environments can be accommodated via a custom statement of work (SOW)

Supported Migration Tools

- Nutanix Move Application Migration
- VMware Converter

Supported Source Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

- Microsoft Azure
- Amazon Web Service EC2

Prerequisites

- Customer-provided migration plan
- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2), or Microsoft Azure target cluster that meets all product requirements for Nutanix Move Application Migration
- Fully supported and functional source environment

Note: For information on the requirements for using Nutanix Move Application Migration, see *Move User Guide* on the Nutanix Support Portal.

- Operating systems are supported by both NCI and the selected migration tool

Note: For information on the supported guest operating systems, see *Nutanix Compatibility and Interoperability Matrix* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Procedure
- Migration Summary
- Project Closeout

Duration

Typically up to 2 days

Note: Migration time varies based on data volume, throughput, and number of migration waves

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Physical-to-Virtual Conversion

Product Code: CNS-INF-A-SVC-MIG-PHY

At-a-Glance

Stage: Migrate

Physical-to-Virtual (P2V) Conversion offers IT teams strong domain expertise to accelerate the conversion of supported physical machines to virtual machines running on Nutanix Cloud Platform (NCP) per the customer-provided migration plan. This offer is ideal for the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the physical machine migration requirements and post-migration validation plan are accurate. The consultant then converts the physical to virtual machines according to the migration plan.

The service includes the following activities:

- Review and verify migration requirements, constraints, assumptions, dependencies, and decisions for the migration effort as documented in the existing plan
- Deploy conversion tool and appliance as required per the migration plan
- Configure infrastructure as required per the migration plan
- Execute the agreed-upon migration plan, process, and migration waves according to the supported conversion tool
- Execute the existing post-migration validation plan

Limitations

- Excludes migration planning
- For each quantity purchased, migration is limited to up to 5 physical machines
- Unsupported operating systems (OS) are not in scope for this service.

Supported Conversion Tools

- HYCU
- Carbonite Migrate
- VMware Converter

Supported Target Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Customer-provided migration plan
- Fully supported and functional on-premises Nutanix Cloud Infrastructure (NCI) cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements
- Fully supported and functional source environment
- Operating systems are supported by both NCI and the selected conversion tool

Note: For information on the supported guest operating systems, see *Nutanix Compatibility and Interoperability Matrix* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Test Plan
- Project Closeout

Duration

Typically up to 2 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for Nutanix Move Application Migration

Product Code: CNS-INF-FST-MOVE

At-a-Glance

Stage: Migrate

FastTrack for Nutanix Move Application Migration accelerates the deployment of a cross-hypervisor mobility solution to migrate virtual machines (VMs) with minimal downtime with in-depth migration expertise from highly skilled consultants. Additionally, consultants demonstrate the migration of virtual machines. This offer is ideal for the Migrate state of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement session. After the enablement session, the consultant deploys and configures Nutanix Move and a single VM source and destination, minimizing the time for migrating VMs.

The service includes the following activities:

- Conduct a Nutanix Move Application Migration enablement session
 - Review integration among AOS and hypervisors
 - Provide Nutanix Move features and functionality overview
- Deploy Nutanix Move appliance
 - Configure Nutanix Move to connect to the VM source environment
 - Configure Nutanix Move to connect to the target cluster
 - Demonstrate migration of VMs

Limitations

- Deploy a single Nutanix Move appliance
- Connect to a single existing supported target cluster
- Connect to a single existing supported VM source environment
- Migration limited to 5 non-production VMs
- Excludes in-guest VM reconfiguration
- Nutanix Move must support the operating system of the source and target VMs

Supported Source Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

- Microsoft Azure
- Amazon Web Service EC2

Supported Target Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V
- Microsoft Azure

Prerequisites

- Fully supported and functional on-premises NCI cluster, Nutanix Cloud Clusters (NC2), or Microsoft Azure target cluster that meets all product requirements for Nutanix Move Application Migration
- Fully supported and functional source environment

Note: For information on the requirements for using Nutanix Move Application Migration, see *Move User Guide* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- As-built Guide
- Deployment
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Operations Workshop

Product Code: CNS-INF-A-WRK-OPS

At-a-Glance

Stage: Operate

The Nutanix Cloud Infrastructure (NCI) Operations Workshop offers IT teams in-depth insights and practical hands-on experience to operate the NCI environment successfully and perform advanced operations and troubleshooting. The workshop benefits customers who want to accelerate the preparation of new or existing operations team members. This workshop is beneficial during the Operate stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience who begin the workshop with an overview of the NCI architecture and proceed to deep dive into operations, advanced concepts, and troubleshooting. The workshop combines theory and hands-on labs using the customer's deployed NCI or NC2 Cluster.

Upon completion of the workshop, operations teams will:

- Have an advanced understanding of the Nutanix architecture
- Be capable of operating the NCI or NC2 Clusters at scale
- Be comfortable using Nutanix command line interface (CLI)
- Understand processes to follow during troubleshooting

The workshop includes the following topics and activities:

Nutanix Architecture Overview

- Introduction to Nutanix Architecture and Nutanix Cloud Infrastructure (NCI)
- NCI or NC2 Cluster components
 - Distributed storage fabric
 - Major services (Curator, Zeus, Stargate, Cassandra, Genesis)
 - Resiliency (RF, failure scenarios, failure domains)

Note: See the [Nutanix Glossary](#) on the Support Portal for more information about Nutanix terms and services.

- Nutanix management plane
 - Prism Element
 - Prism Central
 - CLI (ACLI, NCLI)
 - REST API

Nutanix Cloud Infrastructure Administration

- Nutanix AHV
 - NCI or NC2 cluster configuration
 - Virtual networking
 - Storage management
 - VM management
 - Categories
 - Image service
 - Nutanix Guest Tools
 - Data protection
 - Hardware management
 - Environment scaling
 - Lifecycle management
- VMware ESXi
 - NCI or NC2 cluster configuration
 - Virtual networking
 - Storage management
 - VM management
 - Snapshots
 - Data protection
 - Hardware management
 - Environment scaling
 - Lifecycle management
 - Recommended practices

Troubleshooting

- Using Prism Central to troubleshoot NCI
- Using CLI to troubleshoot NCI
- Understanding Nutanix alerting
- Creating and Understanding performance graphs
- Opening Nutanix Support tickets
- Finding documentation and Best Practice Guides on the Support Portal
- Finding Nutanix Validated Design (NVD) and Reference Architecture (RA) documentation

Advanced Operations (optional)

- NCM Intelligent Operations overview
- RBAC and NCM Self-Service overview
- Security management

- Disaster recovery (DR) overview

Demo or Hands-on Labs:

- Infrastructure configuration
 - Storage management
 - Network configuration
 - Image management
 - Policy management
- VM Lifecycle
 - VM create, read, update, and delete (CRUD) operations
 - Category management
 - Snapshot management
 - VM placement management

Limitations

- For each quantity purchased, demo or hands-on labs are limited to a single on-premises NCI or NC2 cluster at a single physical site
- Workshop is limited to a maximum of 10 attendees

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI or NC2 cluster that meets all product requirements for the selected hypervisor and NCI.

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional on-premises Prism Central instance for advanced operations (optional)

Note: For information on the requirements for configuring NCM Intelligent Operations, see Prism Central Installation or Upgrade in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Workshop
- Labs
- Project Closeout

Duration

Typically 2 days, delivered consecutively

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCI Cluster FitCheck

Product Code: CNS-INF-A-SVC-FIT

At-a-Glance

Stage: Optimize

The Nutanix Cloud Infrastructure (NCI) FitCheck offers IT teams in-depth and practical guidance to identify potential performance issues, misconfiguration, and recommended practices for Nutanix Cloud Infrastructure (NCI), Nutanix Cloud Clusters (NC2), or dedicated Nutanix Unified Storage (NUS) clusters. The offer proves potentially beneficial during the Optimize stage of a hybrid multicloud journey. By leveraging the insights gained from performing the FitCheck, IT teams can ensure an optimized and high-performing NCI environment.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience evaluate existing NCI, NC2, or dedicated NUS clusters according to Nutanix recommended practices. After the assessment, the consultant creates a customized Findings Report with the current configuration of the clusters and recommended remediations.

Starter Edition

The Starter Edition is for basic on-premises NCI or NC2 clusters without any NUS data services and includes the following activities:

- Collect data and conduct assessment of Nutanix AOS and hypervisor cluster
- Review layer 2 virtual networking
 - Review hypervisor vSwitch configuration
- Review NCI cluster deployment and configuration, including firmware and AOS
- Review hypervisor cluster configuration on the deployed NCI clusters
 - For VMware vSphere clusters, review existing vCenter or VCSA configuration
 - For Microsoft Hyper-V clusters Review existing System Center Virtual Machine Manager configuration
- Review existing Prism Central deployment and integration (optional)
- Review existing operational procedures
- Generate as-built documentation for the current NCI cluster configuration

Pro Edition

The Pro Edition is appropriate for an assessment of on-premises NCI or NC2 clusters with Nutanix Unified Storage (NUS) data services or dedicated NUS clusters and includes the following activities:

The service includes the following activities:

- Everything included in the Starter Edition
- Review configuration and usage of one of the NUS Files, Volumes, or Objects data service

Ultimate Edition

The Ultimate Edition is appropriate for an assessment of on-premises NCI or NC2 clusters with any combination of the available Nutanix Unified Storage (NUS) data services or dedicated NUS clusters. The Ultimate Edition is also appropriate for NCI or NC2 clusters leveraging NCI native disaster recovery (DR) solutions and includes the following activities:

- Everything included in the Starter Edition
- Review configuration and usage of any combination of the NUS Files, Volumes, or Objects data services
- Review configuration and usage of NCI DR solutions

Limitations

- For each quantity purchased, assessment is limited to a maximum of 64 nodes distributed in up to 4 NCI or dedicated NUS clusters of a single hypervisor type at a single physical site
- Excludes remediation of identified issues but is available as a custom statement of work (SOW)
- Review hypervisor vSwitch configuration limited to 2 vSwitches and 5 port groups

Supported Source Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- Fully supported and functional NCI, NC2, or dedicated NUS cluster that meets all product requirements for the selected hypervisor, NCI, and NUS (as required)

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the Field Installation Guide on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- As-built Guide(s)
- FitCheck Findings Presentation (optional)
- FitCheck Report
- Project Closeout

Duration

Starter	Pro	Ultimate
Typically 2-3 days	Typically 3-4 Days	Typically 4-5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Unified Storage (NUS)
- End User Computing (EUC)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Unified Storage (NUS) Services

NUS Migration Workshop

Product Code: CNS-INF-A-WRK-STG

At-a-Glance

Stage: Design

The NUS Migration Workshop offers storage teams in-depth and practical guidance to create a comprehensive storage migration plan for migrating data to one of the available Nutanix Unified Storage (NUS) data services: Objects, Volumes, or Files. This offer benefits the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid storage domain expertise and rich experience begin with a discovery session that collects availability requirements, current and desired database versions, application dependencies, and maintenance windows. The consultant then conducts a workshop based on the discussions undertaken during the discovery session and creates a migration plan.

The service includes the following activities:

- Conduct a storage migration discovery session:
 - Gather and document migration requirements, constraints, assumptions, dependencies, and decisions for the migration effort
- Conduct storage migration workshop:
 - Discuss migration options and constraints for each migration method based on the database versions, operating system, and application availability
 - Assess the current state of systems to be migrated
 - Review options for migrating existing data to the planned NUS infrastructure, including recommended migration tools
 - Assess network configuration impacts and requirements
 - Develop a migration plan, process, and migration waves
 - Develop a post-migration validation plan

Limitations

- For each quantity purchased, migration planning is limited to up to 10 sources (share/bucket/LUN) of one of the supported data types listed below

Supported Data Types

- File data migrating to NUS Files
- Block data migrating to NUS Volumes
- Amazon S3-compatible bucket/object data migrating to NUS Objects

Prerequisites

- Completed NUS Migration Worksheet

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically up to 4 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NUS Files Migration

Product Code: CNS-INF-A-SVC-MIG-FIL

At-a-Glance

Stage: Migrate

Files Migration offers IT Storage teams strong storage domain expertise to migrate unstructured file data to the Nutanix Unified Storage (NUS) Files data services which provide scale-out distributed file storage solutions. IT Storage teams can choose migration scenarios for on-premises NCI clusters, dedicated NUS clusters, or Nutanix Cloud Clusters (NC2). This offer is ideal during the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong storage domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the storage migration requirements and post-migration validation plan are accurate. The consultant then migrates the unstructured file data according to the migration plan.

The service includes the following activities:

- Validate storage migration requirements and validation plan
- Deploy migration tools (at Nutanix discretion) as required
- Migrate the unstructured file storage based on the migration plan
- Monitor the migration process via periodic touchpoints
- Remediate identified migration issues
- Execute the existing post-migration validation plan

Limitations

- Excludes migration planning
- Quantity of TiB limited to the quantity specified at the time of purchase. Migrations larger than 100 TiB are accommodated via a custom statement of work (SOW)

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Customer-provided storage migration plan
- Fully supported and functional on-premises NCI cluster, dedicated NUS cluster, or NC2 cluster that meets all product requirements

Note: For information on NUS Files prerequisites, see Prerequisites in *Nutanix Files User's Guide* on the Nutanix Support Portal.

Required Product Licenses

NCI and NC2 Clusters

- N
- NUS Pro Edition

Dedicated NUS Clusters

- Nutanix Unified Storage (NUS) Pro Edition

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Procedure
- Migration Summary
- Project Closeout

Duration

Typically up to 4 days

Note: Migration time varies based on data volume, throughput, and number of migration waves

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NUS Files

Product Code: CNS-INF-FST-FILES

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Unified Storage (NUS) Files speeds up the enablement and deployment of the Nutanix Unified Storage (NUS) Files data service, providing scale-out distributed file storage solutions with in-depth expertise from highly skilled consultants. IT Storage teams have a choice of available deployment scenarios for on-premises NCI cluster, dedicated NUS cluster, or Nutanix Cloud Clusters (NC2). This offer is ideal during the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement and discovery session. After the enablement session, the consultant installs and configures the NUS Files data service for one of the available scenarios. Enablement sessions require collaboration with key customer stakeholders from storage, virtualization, and application teams.

The service includes the following activities:

- Conduct NUS Files enablement and discovery session
 - Provide NUS architectural overview
 - Review NUS Files features and functionality
 - Review integration with Nutanix Cloud Infrastructure (NCI), disaster recovery (DR), and NUS Files
 - Gather and document solution requirements
- Configure and customize one of the following scenarios:
 - Deploy NUS Files and copy non-nested SMB or NFS shares and one dataset
 - Deploy NUS Files and configure and demonstrate the protection domain or Smart DR process using a non-production environment
- Integrate NUS Files into existing antivirus solution using ICAP protocol (optional)

Limitations

- Limited to one of the listed scenarios
- Limited to one NCI, dedicated NUS, or NC2 cluster for non-Smart DR configurations and 2 clusters for Smart DR environments
- Copy of one dataset limited to 25GB
- Excludes reconfiguration of client workstation(s)

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises non-production NCI cluster, dedicated NUS cluster, or NC2 cluster that meets all product requirements
- Optional fully supported and functional on-premises disaster recovery NCI, dedicated NUS cluster, or NC2 cluster that meets all product requirements

Note: For information on NUS Files Prerequisites, see Prerequisites in *Nutanix Files User's Guide* on the Nutanix Support Portal.

- Active Directory service accounts available for use by NUS Files
- Access to configure DNS, if not managed by Active Directory
- For Smart DR, both NCI and dedicated NUS clusters are managed under a single Nutanix Prism Central

Required Product Licenses

NCI and NC2 Clusters

- NCI
- NUS Pro Edition

Dedicated NUS Clusters

- Nutanix Unified Storage (NUS) Pro Edition

Deliverables

- Project Kickoff
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NUS Files Operations Workshop

Product Code: CNS-NUS-A-WRK-OPS

At-a-Glance

Stage: Operate

The Nutanix Unified Storage (NUS) Files Operations Workshop offers IT teams in-depth insights and practical hands-on experience to successfully operate the NUS Files environment and perform advanced operations and troubleshooting. The workshop benefits customers who want to accelerate the preparation of new or existing operations team members. This workshop is beneficial during the Operate stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience who begin the workshop with an overview of the NUS Files architecture and proceed to deep dive into operations, advanced concepts, and troubleshooting. The workshop combines theory and hands-on labs using the customer's deployed on-premises NCI, dedicated NUS, or NC2 Cluster.

Upon completion of the workshop, operations teams will:

- Have an advanced understanding of the NUS Files architecture
- Be capable of operating the NUS Files clusters at scale
- Be comfortable with advanced NUS Files configuration
- Understand processes to follow during troubleshooting

The workshop covers the following topics and activities:

Nutanix Unified Storage Architecture Overview

- NUS Files overview
- NUS Files architecture and components
- NUS Files analytics /Data Lens overview

NUS Files Management

- Deploy and configure new NUS Files instances
- Upgrade operations
- Review the operation of shares, nested shares, multiprotocol, and features
 - How to manage continuously available shares
 - How to manage nested shares and exports
 - How to manage connected shares
- Questions and answers session, scenarios, challenges

NUS Files Advanced Administration

- Disaster recovery (DR)
- ICAP configuration
- Data tiering
- FSVM components and services
- AFS CLI
- Log locations
- Monitoring/managing current CIFS/NFS sessions (client side only)
- Enabling SYM links

Advanced Troubleshooting

- Health checks
- How to enforce rights or ownership of files and folders
- How to troubleshoot connectivity issues between files and files analytics
- How to troubleshoot connectivity issues between files and AV (ICAP)
- Working with Nutanix Support

Nutanix Move – NUS Files Migration

- Requirements
- Unsupported features
- Creating a NUS Files migration plan
- Checking status using AFS CLI
- Perform cutover and confirm completion

Demo or Hands-on Labs:

- NUS Files Management
 - Deploy and configure NUS Files instances
 - Upgrade
 - DR
 - ICAP
 - SYM Links
 - Analytics / Data Lens
- Advanced Troubleshooting Demo
 - Collecting Logs
 - Troubleshooting connectivity issues
 - Health Checks
 - Support Portal

Limitations

- For each quantity purchased, Hands-on Labs are limited to a single on-premises NCI, dedicated NUS cluster, or NC2 cluster at a single physical site
- Workshop is limited to a maximum of 10 attendees

Supported Hypervisors

- Nutanix AHV

Prerequisites

- Fully supported and functional on-premises NCI cluster, dedicated NUS cluster, or NC2 cluster that meets all product requirements

Note: For information on NUS Files prerequisites, see Prerequisites in *Nutanix Files User's Guide* on the Nutanix Support Portal.

Required Product Licenses

NCI and NC2 Clusters

- NCI
- NUS Pro Edition

Dedicated NUS Clusters

- Nutanix Unified Storage (NUS) Pro Edition

Deliverables

- Project Kickoff
- Project Schedule
- Workshop
- Labs
- Project Closeout

Duration

Typically 2 days, delivered consecutively

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Unified Storage (NUS)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NUS Mine Backup Appliance Deployment

Product Code: CNS-INF-A-SVC-DPD-MIN

At-a-Glance

Stage: Deploy

The Nutanix Unified Storage (NUS) Mine Backup Appliance Deployment accelerates the deployment of the Nutanix Mine dedicated backup solution with in-depth expertise from highly skilled consultants. IT Teams have a choice of available backup vendors when deploying component VMs on the on-premises dedicated NUS cluster, where the cluster storage is used to store backup workloads. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by deploying and configuring the dedicated NUS cluster. After the cluster deployment, the consultant then deploys and configures the Mine Backup Appliance for one of the supported backup tools according to Nutanix recommended practices and customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the NUS cluster.

The service includes the following activities:

- Deploy dedicated NUS cluster
 - Review layer 2 networking requirements
 - Deploy cluster
 - Configure Nutanix AHV and NUS to support Mine
 - Integrate dedicated NUS cluster into Prism Central (optional)
 - Test and validate the deployed dedicated NUS cluster
- Deploy Nutanix Mine
 - Deploy foundation for Nutanix Mine VM
 - Deploy the backup engine
 - Configure integration between Veeam and Prism (as needed)
- Configure backup tool (per policy pack)
 - Configure up to five of the backup sources listed below
 - Configure backup policies and assign the configured sources based on the existing design
- Perform test backup and restore of a non-production VM
 - VM-level restore
 - File-level restore

Limitations

- Dedicated NUS cluster limited to single on-premises cluster with up to 8 nodes at a single physical site
- Backup tool configuration limited to a single supported backup tool
- Backup configuration limited to 5 sources and five backup policies
- Test backup and restore limited to a single VM-level restore and a single file-level restore

Supported Hypervisor

- Nutanix AHV

Supported Backup Tools

- HYCU
- Veeam
- Commvault

Supported Backup Sources

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V
- Physical Linux sources
- Physical Windows sources

Prerequisites

- Fully supported and functional on-premises dedicated NCI cluster with up to 8 nodes that meets all product requirements for NUS and NUS Mine Backup Appliance

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in *the Field Installation Guide* on the Nutanix Support Portal.

- Completed Pre-install worksheet

Required Product Licenses

- NUS
- Backup software licenses for the dedicated NUS cluster

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 4 days

Note: Duration varies based on the backup tool and the number of backup policies created

Related Products

- Nutanix Unified Storage (NUS)
- NUS Mine Integrated Backup

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Cloud Clusters (NC2) Services

Nutanix Cloud Clusters Design Workshop

Product Code: CNS-INF-A-WRK-NC2

At-a-Glance

Stage: Design

The Nutanix Cloud Clusters (NC2) Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for integrating NC2 on AWS or Azure with the existing on-premises Nutanix environment. The workshop covers various aspects such as scalability, functionality, integration, and operational needs. This workshop is beneficial during the Design stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience, begin by ensuring that the solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, and networking teams. After the design workshop, the consultant develops a Nutanix Design document that addresses conceptual, logical, and physical NC2 design elements. It also details requirements, constraints, assumptions, design decisions, identified risks, and mitigations.

The service includes the following activities:

- Conduct a NC2 design workshop:
 - Discuss the design goals and gather business and technical requirements, including risks, constraints, and assumptions
 - Review and validate requirements against existing NCI cluster(s)
 - Public cloud platform connectivity, including mapping of network constructs from on-premises NCI to the public cloud platform
- Create an NC2 design addressing requirements identified during the workshop, including:
 - NC2 architecture and cluster design
 - Security and required cloud access controls
 - Management plane and operational dependencies
 - Provisioning methods and integration
 - Public cloud platform resource access and usage

Limitations

- Each workshop covers the integration of one production environment at one physical site and one supported public cloud platform listed below

Supported Hypervisors

- Nutanix AHV

Supported Public Cloud Platforms

- Amazon Web Services (AWS)
- Microsoft Azure

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Duration

Typically up to 2 days, delivered remotely.

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Cloud Clusters on AWS Deployment

Product Code: CNS-INF-A-SVC-DEP-NC2A

At-a-Glance

Stage: Deploy

The Nutanix Cloud Clusters (NC2) on Amazon Web Services (AWS) Deployment accelerates the deployment of NC2 to support applications and workloads running on an AWS Elastic Cloud Compute (EC2) Bare-Metal Instance. Integration with existing infrastructure components is also included. This offer is ideal for the Deploy stage of the hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin deploying the NC2 on AWS cluster according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the NC2 cluster.

The service includes the following activities:

- Deploy and configure an NC2 Cluster on AWS
 - Deploy Nutanix Cluster on AWS via the NC2 Console
 - Register to a compatible existing Prism Central
 - Deploy AWS Route 53 DNS resolvers to integrate on-premises DNS
 - Configure AWS virtual private gateways with static or dynamic routes
 - Create a new AWS VPC
 - Create subnets
 - Assign NAT and Internet gateways
 - Create IAM roles in AWS
 - Map the AWS account into the NC# Console
- Integrate with the following existing infrastructure components:
 - Integrate with LDAP using existing Active Directory
 - Integrate with SMTP using an existing mail relay
 - Assist with AWS VPN endpoint configuration

Limitations

- Excludes creation or updates to existing design documentation
- Limited to 1 NC2 Cluster on AWS with a maximum of 28 nodes:
 - 2 AWS Route 53 DNS resolvers
 - 2 AWS virtual private gateways with up to 6 static or 6 dynamic routes
 - 6 subnets

- Excludes on-premises routing and VPN endpoint/firewall configuration

Supported Hypervisors

- Nutanix AHV

Supported Public Cloud Platforms

- Amazon Web Services (AWS)

Prerequisites

- Customer-provided NC2 Design Document
- Completed Pre-Install Questionnaire
- Amazon Web Services (AWS) account with sufficient CPU quota

Note: For information on the NC2 deployment prerequisites, see NC2 on AWS Requirements in the *Nutanix Cloud Clusters on AWS Deployment and User Guide* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 3 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Cloud Clusters on Azure Deployment

Product Code: CNS-INF-A-SVC-DEP-NC2Z

At-a-Glance

Stage: Deploy

The Nutanix Cloud Clusters (NC2) on Microsoft Azure Deployment accelerates the deployment of NC2 to support applications and workloads running on an Azure Bare-Metal Instance for NC2. Integration with existing infrastructure components is also included. This offer is ideal for the Deploy stage of the hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin deploying the NC2 on Azure cluster according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the NC2 cluster.

The service includes the following activities:

- Deploy and configure an NC2 Cluster on Azure
 - Add the Azure subscription as a cloud account in the NC2 management console
 - Deploy a Nutanix Cluster on Azure via the NC2 Console
 - Deploy Prism Central on Azure
 - Deploy and configure NCI Flow Networking
 - Create a new Azure Resource Group
 - Create a new Azure vNet
 - Create subnets
 - Assign NAT gateway
 - Configure Azure App registrations, resource providers, and Azure Active Directory IDs
- Integrate with the following existing infrastructure components:
 - Integrate with LDAP using existing Active Directory
 - Integrate with SMTP using an existing mail relay
 - Assist with Azure VPN endpoint configuration

Limitations

- Excludes creation or updates to existing Design documentation
- Limited to 1 NC2 Cluster on Azure with a maximum of 13 nodes:
 - 6 subnets
- Excludes on-premises routing and VPN endpoint/firewall configuration

Supported Hypervisors

- Nutanix AHV

Supported Public Cloud Platforms

- Microsoft Azure

Prerequisites

- Customer-provided NC2 Design Document
- Completed Pre-Install Questionnaire
- My Nutanix account is required to access the NC2 Console.
- Azure account with an active subscription.
- Azure Active Directory and permissions to create an App registration in Azure AD with access to the new subscription
- Connectivity between on-premises datacenter and Azure.

Note: For information on the NC2 on Azure deployment prerequisites, see NC2 Deployment Prerequisites in the *Nutanix Cloud Clusters on Azure Deployment and User Guide* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 4 days, delivered remotely

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Cloud Management (NCM) Services

Automation Strategy KickStart

Product Code: CNS-DAY0-EA-KST-SSA

At-a-Glance

Stage: Plan

The Automation Strategy KickStart offers automation teams in-depth insights and practical guidance to achieve a successful self-service automation transformation. This Kickstart workshop is ideal for the Plan stage of a hybrid multicloud journey and is suitable for transforming automation to meet the evolving demands of modern applications.

Service Scope

Delivered by highly skilled consultants with solid automation domain expertise and rich experience, the KickStart workshop begins with a discovery session to understand the operating environment and required outcomes. Critical areas identified during the discovery session are then addressed in a customized workshop.

Upon completion of this workshop, automation teams will:

- Understand and prioritize the benefits of investing in automation
- Be able to recognize and develop robust automation
- Learn how a fully integrated automation solution accelerates time to value

Potential workshop topics include but are not limited to the following:

- Learn the benefits of creating a true private cloud in a hybrid cloud world
- Avoid common pitfalls with automation
- Understand the importance of adopting a product mentality when implementing automation
- Learn how to implement on-premises as-a-service offers

Limitations

- Transformation activities not included in the service

Prerequisites

- Completed Automation Questionnaire

Required Product Licenses

- None

Deliverables

- Workshop
- High-level Summary Presentation

Duration

Typically up to 2 hours, delivered remotely

Related Products

- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCM Intelligent Operations Design Workshop

Product Code: CNS-INF-A-WRK-IOD-STD

At-a-Glance

Stage: Design

The Nutanix Cloud Management (NCM) Intelligent Operations Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for Nutanix X-Play automation and playbooks to automate common tasks within the Nutanix Cloud Platform (NCP). This workshop is beneficial during the Design stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the advanced analytics and intelligent insights solution meets your business needs. Design workshops require collaboration with key customer stakeholders from architecture and virtualization teams. After the design workshop, the consultant develops a Nutanix Design document for deploying Nutanix X-Play automation and playbooks to automate common tasks within the Nutanix Cloud Platform.

This service includes the following activities:

- Conduct an NCM Intelligence Operations design workshop:
 - Gather and document solution requirements, constraints, assumptions, dependencies, and decisions
 - Provide an overview of the technology and capture the targeted use cases and actions
- Create a detailed NCM Intelligent Operations design that defines the triggers, built-in workflow actions, and playbooks

Limitations

- For each quantity purchased, design is limited to up to 10 action policies or playbooks
- Scripted solutions requiring custom scripts are not included but can be accommodated via a custom statement of work (SOW)

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically up to 3 days for a single action pack

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCM Self-Service Design Workshop

Product Code: CNS-CAS-A-WRK-DES

At-a-Glance

Stage: Design

The Nutanix Cloud Management (NCM) Self-Service Design Workshop offers automation teams in-depth and practical guidance to create a comprehensive design for application-centric infrastructure automation and lifecycle management (LCM) platforms to streamline and accelerate application development. This workshop is beneficial during the Design stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong automation expertise and rich experience to ensure that the solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from automation, application, architecture, and virtualization teams. After the design workshop, the consultant develops a Nutanix Design document and configuration workbook that addresses conceptual, logical, and physical NCM Self-Service design elements. It also details requirements, constraints, assumptions, design decisions, identified risks, and mitigations.

On-Premises – Starter Edition

For customers who want a basic design for on-premises Infrastructure as a Service (IaaS).

The On-Premises Edition includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, and decisions
- Design NCM Self-Service architecture for development and production deployment environment
- Design NCM Self-Service management infrastructure service version release testing
- Provide an overview of the Agile development lifecycle, code repositories, and release management processes for infrastructure automation projects
- Define integration with AD/LDAP, IPAM/DNS, and backup environments
- Assess network configuration impacts and requirements
- Develop blueprint specification documents defining the automation of a Linux and a Windows operating system (OS) deployment
- Design a self-service portal based on NCM Self-Service Marketplace
- Define RBAC via Self-Service project membership with show-back functionality

On-Premises + Public Cloud – Pro Edition

For customers who want to design for more robust IaaS web, application, and database server blueprints and who can provision to a supported public cloud platform. The solution provides a design for environment(s) to support development, testing, staging, and production releases.

The On-Premises plus Public Cloud Edition includes the following activities:

- Everything included in the On-Premises Edition
- NCM Self-Service architecture for a supported public cloud platform

Limitations

On-Premises - Starter Edition

- For each quantity purchased, design limited to one development and one production deployment environment
- Blueprints defining the automation of one Linux and one Windows OS deployment

On-Premises + Public Cloud - Pro Edition

- For each quantity purchased, design limited to one development and two deployment environments
- Includes architecture for a single supported public cloud provider

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Supported Public Cloud Platforms

- Amazon Web Services (AWS)
- Microsoft Azure
- Google Cloud Platform

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Starter	Pro
Typically up to 5 days	Typically up to 10 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Automation Design Workshop

Product Code: CNS-CAS-A-WRK-ADS

At-a-Glance

Stage: Design

With the Nutanix Automation Design Workshop, Nutanix Automation experts collaborate with customer engineers, architects, and developers to design custom automation solutions utilizing Nutanix Cloud Manager (NCM) or other automation solutions such as Terraform or Ansible. This offer is ideal for the Design stage of a hybrid multicloud journey.

Service Scope

A highly skilled architect with extensive automation domain expertise and experience provides automation design services that lay the foundation for 2-week incremental agile sprints via the separate Automation Development Sprint Service. The Automation Design Workshop requires collaboration with key customer stakeholders from automation, application, architecture, infrastructure, operations, security, and virtualization teams. After the design workshop, the architect creates a Nutanix Design document, blueprint / automation workflows, and initial sprint backlog.

The service includes the following activities:

- Conduct Discovery
- Define and document use cases, services, target minimum viable product (MVP), team roles, and operating model
- Document end user consumption model(s)
- Document infrastructure / endpoint integration
- Document blueprint / automation workflows
- Create initial backlog
- Plan initial sprint

Limitations

- For each quantity purchased, design is limited to a single day of design. A minimum of 3 consecutive days is required.

Note: If additional days are needed, purchase in one day increments that must be delivered consecutively.

- A Nutanix Professional Services Automation Architect is required to define to scope of the engagement
- Engagement includes a single Nutanix architect working with the customer's team.

Supported Automation Tools

- Nutanix Cloud Manager (NCM) Self-Service
- Terraform
- Ansible

Supported Target Provider Accounts

Provider accounts are cloud services, bare-metal, or existing machines used to deploy, monitor, and govern applications.

- Nutanix AHV
- VMware ESXi
- Amazon AWS
- Microsoft Azure
- Google GCP
- Kubernetes Platforms

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop(s)
- Initial Sprint Backlog
- Design Document (Standard or Enhanced Documentation only)
- Blueprint / Automation Workflows
- Project Closeout

Duration

Minimum of 3 days, with 1 day increment

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NCM Intelligent Operations Deployment

Product Code: CNS-INF-A-SVC-ITO-STD

At-a-Glance

Stage: Deploy

The Nutanix Cloud Management (NCM) Intelligent Operations Deployment accelerates the deployment of Nutanix X-Play automation and playbooks to automate common tasks within the Nutanix Cloud Platform (NCP) with in-depth expertise from highly skilled consultants. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin deploying Nutanix X-Play automation according to Nutanix recommended practices and the customer-provided design document. After policies are configured and validated, the consultant creates a customized as-built document to document the final configuration of the automation.

The service includes the following activities:

- Review customer-provided design
- Deploy Prism Central (optional)
- Configure up to 10 X-Play playbooks (automation policies) using built-in or custom triggers, each performing up to 10 composite workflow steps
- Playbooks can be triggered via
 - NCI Flow Network Security configuration details, developed in the Flow Network Security Microsegmentation Design service
 - Conditional alert trigger (e.g., high CPU utilization)
 - Event, manual, or time-driven triggers
 - Scriptless API integration via webhook
- Conduct testing and validation of the policies configured

Limitations

- Does not include creation or updates to existing design documentation
- For each quantity purchased, deployment is limited to up to 10 action policies or playbooks
- Scripted solutions requiring custom scripts are not included but can be accommodated via a custom statement of work (SOW)

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- Fully supported and functional on-premises NCI cluster that meets all product requirements for Prism Central and NCM Intelligent Operations
- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring NCM Intelligent Operations, see Prism Central Installation or Upgrade in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Ability to resize Prism Central VM, if needed, to support chosen scenario
- Customer-provided Design document

Required Product Licenses

- NCI
- NCM
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days for a single action pack

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NCM Intelligent Operations

Product Code: CNS-INF-FST-PC

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Cloud Manager (NCM) Intelligent Operations accelerates the configuration of advanced analytics and intelligent insights into managing the Nutanix Cloud Platform (NCP) with in-depth expertise from highly skilled consultants. IT teams have a choice of available scenarios for on-premises sites. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement session. After the enablement session, the consultant configures NCM Intelligent Operations and one of the available scenarios.

The service includes the following activities:

- Conduct an NCM Intelligent Operations enablement session
 - Demonstrate utilization forecasting and what-if analysis
 - Demonstrate VM right-sizing using X-Play
- Create custom reports
- Create custom dashboards
- Choose one of the following supported scenarios:
 - Assistance integrating with a custom remote API
 - Demonstrate SQL monitoring
 - Demonstrate external VMware vCenter monitoring

Limitations

- For each quantity purchased, deployment limited to one Prism Central instance
- Creation of up to 3 custom reports
- Creation of up to 3 custom dashboards
- If integrating with a custom remote API, a maximum of 4 hours spent

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Prerequisites

- Fully supported and functional on-premises NCI cluster that meets all product requirements for Prism Central and NCM Intelligent Operations
- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring NCM Intelligent Operations, see Prism Central Installation or Upgrade in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Ability to resize Prism Central VM, if needed, to support chosen scenario
- Ability to download and import Nutanix-provided VMs for demonstration purposes

Required Product Licenses

- NCI
- NCM
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NCM Self-Service

Product Code: CNS-CAS-FST-CALM

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Cloud Manager (NCM) Self-Service accelerates the deployment and configuration of NCM Self-Service, which streamlines how teams manage, deploy, and scale applications across hybrid clouds with self-service, automation, and centralized role-based governance, with expertise from highly skilled automation consultants. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid automation domain expertise and rich experience begin with an enablement session. After the enablement session, the consultant deploys and configures NCM Self-Service and imports and publishes an NCM Self-Service blueprint. Enablement sessions require collaboration with key stakeholders from virtualization, automation, and application teams.

The service includes the following activities:

- Conduct an enablement session introducing NCM Self-Service
 - Architectural overview and review of NCM Self-Service components
 - Overview of features and functions of NCM Self-Service
- Deploy and configure NCM Self-Service with one:
 - Project
 - Identity provider
 - Platform
- Import and publish one NCM Self-Service blueprint
 - Integrate Active Directory, including domain join and placement into a specific organizational unit (OU), static or dynamic IP addressing, DNS registration
 - Integrate an IPAM system (optional)
 - Demonstrate deployment of an NCM Self-Service Marketplace blueprint

Available Self-Service Blueprints

Guest OS	Supported Providers
Windows Server 2019	Nutanix AHV
CentOS server 8.x	VMware ESXi
RHEL server 8.x	Microsoft Azure
SLES 15.x	Amazon Web Services
Ubuntu server 20.x	Google Cloud Platform

Limitations

- For each quantity purchased, deployment limited to one NCM instance
- Enablement session limited to a maximum of ten participants
- Configuration limited to one project, identity provider, and platform
- Available identity providers include Active Directory, Open LDAP, or similar
- Imported Blueprints may include integration of one IPAM system: Prism, Infoblox, or BlueCat
- Blueprint deployment demonstration limited to 5 VMs from the published NCM Self-Service Marketplace

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster that meets all product requirements for Prism Central and NCM Self-Service

Note: For information on the requirements for deploying NCM Self-Service, see Calm Prerequisites and Deployment in *Calm Administration and Operations Guide* on the Nutanix Support Portal.

- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring NCM Intelligent Operations, see *Prism Central Installation or Upgrade in Prism Central Infrastructure Guide* on the Nutanix Support Portal.

- Preconfigured provider accounts

Note: For information on configuring provider accounts, see Provider Accounts Setting in Calm in *Calm Administration and Operations Guide* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NCM Pro or Ultimate
- Hypervisor licenses for NCI

Deliverables

- Project Kickoff
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 3 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NCM Cost Governance

Product Code: CNS-CAS-FST-NCM-CTG

At-a-Glance

Stage: Deploy

The FastTrack for Nutanix Cloud Management (NCM) Cost Governance accelerates the onboarding of deep visibility and rich analytics detailing cloud consumption patterns along with one-click cost optimization across cloud environments with expertise from highly skilled consultants. IT teams can choose to onboard on-premises Nutanix Cloud Infrastructure (NCI) clusters or a public cloud platform. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with an enablement session. After the enablement session, the consultant onboards an on-premises NCI cluster or public cloud platform to NCM Cost Governance. Enablement sessions require collaboration from key stakeholders and teams responsible for gaining visibility into cloud spend.

The service includes the following activities:

- Conduct an enablement session introducing NCM Cost Governance
- Onboard on-premises NCI clusters or public cloud provider to NCM Cost Governance

Limitations

- For each quantity purchased, onboarding limited to one on-premises Nutanix environment and/or a single public cloud provider
- Cost configuration and custom reports are not included

Supported Hypervisors

- Nutanix AHV
- VMware ESXi
- Microsoft Hyper-V

Supported Public Cloud Platforms

- Amazon Web Services (AWS)
- Microsoft Azure
- Google Cloud Platform

Prerequisites

NCI Clusters

- Fully supported and functional on-premises NCI cluster(s) that meets all product requirements for Nutanix Cloud Infrastructure (NCI)

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Pulse must be enabled for on-premises NCI clusters

Note: For information on the requirements for enabling Pulse on NCI clusters, see Configuring Pulse in the *Prism Element Web Console Guide* on the Nutanix Support Portal.

Required Product Licenses

On-Premises NCI Clusters

- NCI
- NCM Pro or Ultimate
- Hypervisor licenses for NCI

NCM Software-as-a-Service for Supported Public Cloud Platforms

- Nutanix Cloud Manager (NCM) SaaS – Cost Governance

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Onboarding
- Project Closeout

Duration

Typically up to 1 day, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)
- Nutanix Cloud Manager (NCM) SaaS

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Automation Development Sprint Service

Product Code: CNS-CAS-A-SVC-ADS

At-a-Glance

Stage: Automate

With the Nutanix's Automation Development Sprint Service, Nutanix Automation experts collaborate with customer engineers, architects, and developers to create custom automation solutions utilizing Nutanix Cloud Manager or other automation solutions such as Terraform or Ansible. This offer is ideal for the Automate stage of a hybrid multicloud journey.

Service Scope

Highly skilled architects and consultants with solid automation domain expertise and rich experience provide automation development services in incremental 2-week agile sprints.

Each sprint's goals are established during a sprint planning session, followed by the sprint itself, where the development team focuses on working towards those goals for the remainder of the sprint. After the sprint, a sprint closeout is conducted to review what's been completed and to identify recommended next steps.

This service is offered in 3 editions to maximize productivity, depending on project size and complexity and the ability to perform parallel code development.

Starter Edition

The Starter Service is suited for a proof of concept, smaller projects, or augmenting established automation development teams already part of internal development sprints.

The Starter Edition focuses on code development and enhancements following the existing design documentation. The work is performed by a single Nutanix architect working with the customer's team.

Pro Edition

The Pro Service is suited for more extensive production projects or customers requiring deeper integration with their application, development, and engineering teams.

The Pro Edition provides an additional consultant that can accelerate development work. This larger team can provide technical oversight and general architectural guidance for the automation project.

Ultimate Edition

The Ultimate Service is suited for those benefitting from a comprehensive development team to accelerate code creation velocity while adhering to industry best practices. This service is especially valuable for customers who would like to enhance the capabilities of their infrastructure automation and development teams.

The Ultimate Edition provides an entire group of experienced architects and consultants collaborating to create automation development practices to deliver custom Infrastructure as a Service (IaaS) and Infrastructure as Code (IaC) solutions. The team provides high-level oversight from an architectural perspective and low-level, detail-oriented development work.

Limitations

- Quantity of sprints limited to the quantity specified at the time of purchase

Starter Edition

- Engagement includes a single Nutanix architect

Pro Edition

- Engagement includes a single Nutanix architect and 1 experienced consultant

Ultimate Edition

- Engagement includes a single Nutanix architect and 2 experienced consultants

Supported Automation Tools

- Nutanix Cloud Manager (NCM) Self-Service
- Terraform
- Ansible

Supported Target Provider Accounts

Provider accounts are cloud services, bare-metal, or existing machines used to deploy, monitor, and govern applications.

- Nutanix AHV
- VMware ESXi
- Amazon AWS
- Microsoft Azure
- Google GCP
- Kubernetes Platforms

Prerequisites

- Remote access to a preferred development environment, such as a virtual desktop or VPN

Note: Zoom, WebEx, and Microsoft Teams are not recommended

Nutanix Cloud Manager (NCM) Self-Service Automation Solution (On-premises Only)

- Fully supported and functional on-premises NCI cluster that meets all product requirements for Prism Central and NCM Self-Service

Note: For information on the requirements for deploying NCM Self-Service, see *Calm Prerequisites and Deployment* in *Calm Administration and Operations Guide* on the Nutanix Support Portal.

- Fully supported and functional on-premises Prism Central instance

Note: For information on the requirements for configuring NCM Intelligent Operations, see *Prism Central Installation or Upgrade* in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

Required Product Licenses

NCM Self-Service Automation Solutions

- NCI
- NCM Pro, Ultimate or SaaS
- Hypervisor licenses for NCI

Other Automation Solutions (Terraform and Ansible)

- NCI
- Hypervisor licenses for NCI
- Public Cloud Platform subscriptions as needed

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Sprint Planning Session
- Solution Document for Sprint Output (Code, Blueprints, etc.)
- Updated Automation Solution Document at the End of a Sprint series
- Participation in an Agile Development Sprint
- Sprint Close Out
- Project Close Out

Duration

Edition	Resource	Hours	Description
Starter	Architect	80 (40 hours per week, 2 weeks)	Sprint Planning · Daily Scrums/Updates · Design Validation · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out
Pro	Architect	80 (40 hours per week, 2 weeks)	Sprint Planning · Technical Oversight · Daily Scrums/Updates · Design Validation · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out
	Sr Consultant	80 (40 hours per week, 2 weeks)	Daily Scrums/Updates · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out
Ultimate	Architect	80 (40 hours per week, 2 weeks)	Sprint Planning · Technical Oversight · Daily Scrums/Updates · Design Validation · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out
	Sr Consultant	80 (40 hours per week, 2 weeks)	Daily Scrums/Updates · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out

Edition	Resource	Hours	Description
	Sr Consultant	80 (40 hours per week, 2 weeks)	Daily Scrums/Updates · Code Enhancements and Development · Weekly Update Calls · Sprint Close Out

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Nutanix Database Service (NDB) Services

Database Recommended Practices

Product Code: CNS-DBM-A-WRK-DRP

At-a-Glance

Stage: Plan

Database Recommended Practices offers database teams in-depth insights into Nutanix recommended databases hosted on the Nutanix Cloud Platform (NCP). This offer is ideal for the Plan stage of a hybrid multicloud journey and is suitable for new and existing database workloads.

Service Scope

Delivered by highly skilled consultants with solid database domain expertise and rich experience, the workshop provides recommendations for designing, optimizing, and scaling database workloads on NCP. Database workshops require collaboration with key customer stakeholders from architecture, databases, and applications.

The service includes the following activities:

- Conduct a database recommended practices workshop
- Review current pain points and any previously created database vendor support tickets
- Discuss design and configuration considerations when architecting database solutions on NCP
- Provide an overview of Nutanix recommended practices for running database workloads in areas such as NCP Cluster configuration, database server virtual machines (VMs), and network and database configuration
- Discuss virtualization optimizations for the supported hypervisor in use

Limitations

- Each workshop covers one supported database listed below
- Excludes design or migration planning

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Completed Database Questionnaire
- Information on previously created database vendor support tickets

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- High-level Summary Presentation
- Project Closeout

Duration

Typically up to 1 day, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Database Planning and Assessment Workshop

Product Code: CNS-DBM-A-WRK-PAS-STD

At-a-Glance

Stage: Assess

The Database Planning and Assessment Workshop offers database teams an assessment of the current database environment with the essential knowledge and planning insights needed to successfully bring databases workloads onto the Nutanix Cloud Platform (NCP). This workshop is ideal for the Assess stage of the hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with solid database domain expertise and rich experience, the workshop begins with a discovery session. Utilizing the completed questionnaire, the consultant guides the database team through a detailed review of existing infrastructure, database footprint, and associated SLAs. The consultant assesses database and server performance metrics, working closely with database teams to discover pain points and identify where most of their time is spent. Database workshops require collaboration with key customer stakeholders from architecture, virtualization, and database teams.

Upon completion of this workshop, database teams will:

- Recognize areas for database improvement based on an in-depth review of the current design, environment, and operational processes
- Understand recommendations for improving the performance, scalability, and efficiency of the database platform when using Nutanix-based solutions

The service includes the following activities:

- Discover pain points and collect data
- Assess and summarize the database environment in terms of its current health and architecture, with a focus on technical aspects and business requirements
- Review and apply relevant industry database recommended practices
- Document clear recommendations for improving the performance, manageability, and scalability of the database environment in alignment with Nutanix solutions
- Leverage documentation to review recommended practices and communicate current infrastructure and database concerns to business stakeholders
- Discuss Nutanix-based solution migrating operational efficiency and performance

Limitations

- Each workshop covers one supported database listed below
- For each quantity purchased, the workshop is limited to one database. A minimum of 5 databases of the same type is required.
- Deployment and migration are not included in the workshop

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Prerequisites

- Completed Database Configuration Worksheet

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Assessment Report
- Project Closeout

Duration

Typically up to 3 days for the initial database, plus 4 hours for each additional database

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Database Design Workshop

Product Code: CNS-DBM-A-WRK-DES-STD

At-a-Glance

Stage: Design

The Database Design Workshop provides invaluable support to database teams by offer in-depth and practical guidance for creating a robust and comprehensive design tailored explicitly for running databases on Nutanix Cloud Infrastructure (NCI) clusters or Nutanix Cloud Clusters (NC2).

This workshop covers critical aspects, including capacity planning, performance optimization, security considerations, and ensuring high availability. The workshop proves particularly beneficial during the Design stage of a hybrid multicloud journey, especially for complex database solutions such as Database-as-a-Service (DBaaS). By leveraging the expertise gained from the workshop, database teams can ensure an optimized and well-architected database environment, enhancing performance, security, and overall operational efficiency.

Service Scope

Highly skilled consultants with strong database domain expertise and rich experience begin with assessing the existing database environment and understanding capacity, performance, security, and availability requirements. After the design workshop, the consultant develops a Database Design document and Configuration workbook that addresses conceptual, logical, and physical database design elements. It also details requirements, constraints, assumptions, design decisions, identified risks, and mitigations. Database workshops require collaboration with key customer stakeholders from architecture, databases, and applications.

The service includes the following activities:

- Conduct a database design workshop:
 - Discuss the design goals and gather business and technical requirements, including risks, constraints, and assumptions
 - Review and validate requirements against existing NCI or NC2 cluster(s)
- Create a database design addressing requirements identified during the workshop, including:
 - NCI or NC2 cluster and database virtual machine (VM) sizing
 - NCI or NC2 cluster design, if applicable
 - Network requirements
 - Security
 - Data protection
 - Availability
 - Recoverability
- Ensure that the design includes recommended practices for both infrastructure and database engine

Limitations

- Each workshop covers up to 5 databases for one supported database listed below

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Completed Database Configuration Worksheet
- Existing database and database VM performance metrics

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Duration

Typically up to 3 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NDB Deployment and Database Migration Starter Edition

Product Code: CNS-DBM-STR-STD

At-a-Glance

Stage: Deploy and Migrate

The Nutanix Database Services (NDB) Deployment and Database Migration Starter Edition offers database teams in-depth and practical guidance to create a comprehensive database migration plan for migrating databases to the Nutanix Cloud Platform (NCP). Additionally, highly skilled consultants migrate the databases and deploy and configure NDB. This offer benefits the Deploy and Migrate stages of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with a database migration planning workshop. After the migration workshop, the consultant develops a Migration Plan document and migrates the databases. The consultant then deploys and configures NDB and demonstrates database lifecycle management with NDB. Database workshops require collaboration with key customer stakeholders from architecture, virtualization, and database teams.

The Starter Edition includes the following activities:

Database Migration Planning and Migration

- Conduct a database migration planning workshop
- Create database migration plan and rollback options
- Deploy a database virtual machine (VM) and an empty database
- Validate source and target database(s)
- Migrate database(s)
- Validate the migrated database(s)

Database Reference VM Creation

- Collect Reference VM details
- Build Reference VM to meet NDB requirements
- Discuss recommended practices implemented in the Reference VM

NDB Deployment

- Conduct an architectural overview and review of NCI and NDB components
- Review NDB features and functionality
- Deploy and configure NDB
- Demonstrate the use of NDB based on the use case

Limitations

- Database migration is limited to 2 databases of the same supported database listed below or 2 TiB of total database size in a single migration wave
- Database Reference VM creation is limited to a single Reference VM of one of the supported databases listed below
- NDB deployment is limited to a single NCI or NC2 cluster
- Database lifecycle management with NDB demonstration is limited to a single instance/database of supported database type

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Completed Database Configuration Worksheet
- Template VM for a supported database type

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in *Nutanix Database Service Release Notes* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Migration Procedure
- Migration Summary

- Project Status Report(s)
- Workshop
- Migration Plan
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 9 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

FastTrack for NDB

Product Code: CNS-DBM-FST-ERA

At-a-Glance

Stage: Deploy

FastTrack for Nutanix Database Service (NDB) accelerates the deployment of NDB, simplifying database management and speeding up software development across clouds. Database teams can deploy NDB on an on-premises Nutanix Cloud Infrastructure (NCI) cluster or Nutanix Cloud Clusters (NC2). Additionally, highly skilled consultants create a Database Reference VM for one of the supported databases. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with creating a Database Reference virtual machine (VM). After creating the VM, the consultant installs and configures NDB and demonstrates database lifecycle management with NDB.

The service includes the following activities:

Database Reference VM Creation

- Collect Reference VM details
- Build Reference VM to meet NDB requirements
- Discuss recommended practices implemented in the Reference VM

NDB Deployment

- Conduct an architectural overview and review of NCI and NDB components
- Review NDB features and functionality
- Deploy and configure NDB
- Demonstrate the use of NDB based on the use case

Limitations

- Database Reference VM creation is limited to a single Reference VM of one of the supported databases listed below
- NDB deployment is limited to a single NCI or NC2 cluster
- Database lifecycle management with NDB demonstration is limited to a single instance/database of supported database type

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Completed Database Configuration Worksheet

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in *Nutanix Database Service Release Notes* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 4 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NDB Deployment

Product Code: CNS-DBM-A-SVC-EDP-STD

At-a-Glance

Stage: Deploy

Nutanix Database Service (NDB) Deployment accelerates the deployment of NDB, simplifying database management and speeding up software development across clouds. Database teams can deploy NDB on an on-premises Nutanix Cloud Infrastructure (NCI) cluster or Nutanix Cloud Clusters (NC2). Additionally, highly skilled consultants create a Database Reference VM for one of the supported databases. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with creating a Database Reference virtual machine (VM). After creating the VM, the consultant installs and configures NDB and demonstrates database lifecycle management with NDB.

The service includes the following activities:

Database Reference VM Creation

- Collect Reference VM details
- Build Reference VM to meet NDB requirements
- Discuss recommended practices implemented in the Reference VM

NDB Deployment

- Conduct an architectural overview and review of NCI and NDB components
- Review NDB features and functionality
- Deploy and configure NDB
- Demonstrate the use of NDB based on the use case

Limitations

- Database Reference VM creation is limited to a single Reference VM of one of the supported databases listed below
- NDB deployment is limited to a single NCI or NC2 cluster

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Completed Database Configuration Worksheet

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in *Nutanix Database Service Release Notes* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 4 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NDB Expansion

Product Code: CNS-DBM-A-NDB-EXP

At-a-Glance

Phase: Deploy

Nutanix Database Service (NDB) expansion accelerates the expansion of NDB by enabling the NDB multicluster option for managing the database lifecycle across an additional Nutanix Cloud Infrastructure (NCI) or Nutanix Cloud Clusters (NC2) cluster. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with evaluating the existing NDB deployment. After the evaluation, the consultant enables the NDB multicluster option to manage the database lifecycle across an additional NCI or NC2 cluster.

The service includes the following activities:

- Review the existing NDB instance's current state and configuration
- Enable NDB multicluster support
- Register an additional cluster with NDB
- Synchronize an existing software profile or create one new software profile from an existing database virtual machine (VM) running on the new cluster
- Demonstrate NDB multicluster database deployment
- Configure and demonstrate database protection across multiple clusters using NDB Time Machine construct

Limitations

- Expansion is limited to a single NCI or NC2 cluster expansion in a single site
- Demonstration of NDB multicluster database deployment is limited to a single clustered database of a supported database type
- Includes synchronizing a single existing software profile or creating a single new software profile
- Database lifecycle management with NDB demonstration is limited to a single instance/database of supported database type

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or NC2 that meets all product requirements
- A fully functional NDB Instance
- For a new software profile creation, a template VM for a supported database type

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in Nutanix Database Service Release Notes on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NDB
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Expansion
- As-built Guide
- Project Closeout

Duration

Typically up to 3 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NDB Database Patching

Product Code: CNS-DBM-A-SVC-PAT-STD

At-a-Glance

Stage: Deploy

Nutanix Database Service (NDB) Database Patching accelerates the deployment of NDB patching, which speeds the rollout of security patches across some or all the databases managed by NDB. This offer is ideal for the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin manually patching a database VM to create a software profile version. The consultant then demonstrates how to patch one non-production database VM.

The service includes the following activities:

- Collect information for existing Nutanix Cloud Infrastructure (NCI) cluster or Nutanix Cloud Clusters (NC2) and database server VMs registered to NDB
- Review NDB patching feature compatibility with the supported database type
- Verification of existing NDB instance
- Manually patch an existing database VM
- Create a new NDB software profile version
- Demonstrate how to apply the database patch to one non-production database VM

Limitations

- Limited to one NDB instance and one of the supported databases listed below
- NDB software profile version is limited to 1 existing profile
- NDB patching demonstration is limited to one non-production database

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional NDB instance

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in *Nutanix Database Service Release Notes* on the Nutanix Support Portal.

- One non-production database
- Existing NDB software profile
- Database patch from database vendor is accessible and available for use

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

NDB Database Cloning

Product Code: CNS-DBM-A-SVC-ARC-STD

At-a-Glance

Stage: Deploy

Nutanix Database Service (NDB) Database Cloning offers database teams in-depth and practical guidance to create a comprehensive database cloning solution to protect and copy databases running on the Nutanix Cloud Platform and managed by NDB. NDB creates and refreshes clones to a point-in-time either by using database transaction logs or by using snapshots. Clones are created and refreshed to point-in-time in minutes, accelerating clone and refresh operations. This offer benefits the Deploy stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with an enablement session providing an overview of how to define service-level agreements (SLAs) in NDB and how to apply those SLAs to databases through the NDB Time Machine. NDB Time Machine leverages the Nutanix time-efficient snapshots to create database clones. These database clones are highly space-efficient, consuming near-zero bytes with only the further writes constituting its size, significantly lowering the cost of managing multiple copies of databases. After the enablement session, the consultant configures and demonstrates NDB Time Machine and copy data management (CDM) for database cloning. Enablement sessions require collaboration with key stakeholders from database and backup teams.

The service includes the following activities:

- Conduct an enablement session introducing NDB Time Machine and Cloning
 - Provide an overview of the backup architecture of the supported database and how NDB SLA constructs are based on backup policies
 - Explain the significance of the NDB Time Machine in defining backup policies
 - Explain how to configure SLAs in terms of backup and retention
 - Understand backup and recovery requirements and define SLA policies
 - Explain database backup management using SLAs
 - Snapshot frequency based on the defined RPO and RTO
 - Log catch-up requirement
- Demonstrate database protection and restoration from Time Machine
- Configure NDB CDM for one of the supported databases listed below
- Demonstrate NDB CDM options for creating clones, including:
 - Schedule
 - Refresh
 - Pre/post command execution

Limitations

- Cloning is limited to one NDB instance and one supported database listed below
- Definition of SLAs limited to 2 SLA profiles based on business requirements
- Demonstrations limited to 1 non-production database VM

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional NDB instance

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see *NDB Software Compatibility with Nutanix and VMware Product in Nutanix Database Service Release Notes* on the Nutanix Support Portal.

- One non-production database
- Existing database Time Machine for cloning

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically up to 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Database Migration Planning Workshop

Product Code: CNS-DBM-A-WRK-MIG-STD

At-a-Glance

Stage: Migrate

The Database Migration Planning Workshop offers database teams in-depth and practical guidance to create a comprehensive database migration plan for migrating databases to the Nutanix Cloud Platform (NCP). Additionally, highly skilled consultants migrate a test database. This offer benefits the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid database domain expertise and rich experience begin with a discovery session that collects availability requirements, current and desired database versions, application dependencies, and maintenance windows. The consultant then conducts a workshop based on the discussions undertaken during the discovery session and creates a migration plan. Migration of a test database is also performed. Database workshops require collaboration with key customer stakeholders from architecture, virtualization, and database teams.

The service includes the following activities:

- Conduct a database migration discovery session:
 - Discuss migration goals such as availability requirements, current and desired database versions, application dependencies, and maintenance windows.
- Conduct database migration workshop:
 - Discuss migration options and constraints for each migration method based on the database versions, operating system, and application availability
 - Review database sizing and performance requirements
- Create database migration plan and rollback options
- Conduct migration of a test database to NCP

Limitations

- Database migration planning is limited to 5 of one of the supported databases listed below
- Database migration is limited to one of the supported databases listed below and one test database of 200 GB of total database size

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the Field Installation Guide on the Nutanix Support Portal.

- Completed Database Configuration Worksheet
- Template VM for a supported database type

Note: For information on the supported AOS, AHV, and vSphere software versions for NDB, see NDB Software Compatibility with Nutanix and VMware Product in *Nutanix Database Service Release Notes* on the Nutanix Support Portal.

Required Product Licenses

- NCI
- NDB
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Migration Plan
- Migration Summary
- Knowledge Transfer
- Project Closeout

Duration

Typically up to 3 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Database Migration

Product Code: CNS-DBM-A-MIG

At-a-Glance

Stage: Migrate

Database Migration offers database teams strong database domain expertise to migrate database workloads to the Nutanix Cloud Platform (NCP). This offer is ideal for the Migrate state of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong database domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the database migration requirements and rollback options are valid. The consultant then migrates the database(s) according to the migration plan.

The service includes the following activities:

- Validate database migration plan and rollback options
- Validate source and target database(s)
- Migrate the database(s) based on the migration plan
- Validate migrated database data and application connectivity after migration

Limitations

- Excludes migration planning
- Quantity of databases and total database TiB limited to the quantity specified at the time of purchase
- Minimum of 3 databases per migration wave is required
- Excludes performance validation after the migration. However, performance validation is available as a separate custom statement of work (SOW)
- Minimum 1G (10G recommended) network availability is in place between the source and destination

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Customer-provided database migration plan
- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Completed Database Configuration Worksheet
- Target database VMs running on NCI or NC2 cluster

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- Database software licenses for target databases

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Procedure
- Migration Summary
- Project Closeout

Duration

Typically 5 days per 2 databases or 2 TiB size, plus 12 hours for each additional database or 1 TiB

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Database FitCheck

Product Code: CNS-DBM-A-SVC-FIT

At-a-Glance

Stage: Optimize

The Database FitCheck offers database teams in-depth and practical guidance to identify potential performance issues, misconfiguration, and recommended practices for databases running on Nutanix Cloud Infrastructure (NCI) clusters or Nutanix Cloud Clusters (NC2). The offer proves potentially beneficial during the Optimize stage of a hybrid multicloud journey, especially for complex database solutions such as Database-as-a-Service (DBaaS). By leveraging the insights gained from performing the FitCheck, database teams can ensure an optimized and high-performing database environment.

Service Scope

A series of workshops are delivered by highly skilled consultants with strong database domain expertise and rich experience to evaluate existing supported databases deployed on a single on-premises NCI cluster or NC2 according to Nutanix recommended practices. After the assessment, the consultant creates a customized Findings Report with the current configuration of the databases and recommended remediations.

The service includes the following activities:

- Discover pain points and collect data on previous and existing support tickets
- Conduct a series of workshops with key customer stakeholders and subject matter experts (SMEs) to review recommended practices in various layers of the full technology stack, including NCI/NC2, hypervisor, and database
- Assess the current full-stack deployment in terms of configuration, operations, and usage
- Review the environment post-deployment to confirm a supported configuration that is aligned with Nutanix recommended practices
- Provide clear recommendations to improve the performance, manageability, and scalability of the database environment
- Serve as a reference to review recommended practices and communicate current infrastructure and database issues to stakeholders

Limitations

- For each quantity purchased, the Database FitCheck is limited to a single database virtual machine.
- Excludes remediation of identified issues but is available as a custom statement of work (SOW)

Supported Databases

- Microsoft SQL Server
- Oracle
- PostgreSQL

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- NCI Cluster FitCheck is required for all on-premises NCI cluster or NC2 clusters running the database virtual machines included in the Database FitCheck quantity purchased.
- Supported and functional on-premises NCI cluster or NC2

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Completed Database Configuration Worksheet
- Customer-provided database and database virtual machine (VM) performance metrics

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- Database software licenses

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- As-built Guide(s)
- FitCheck Findings Presentation (optional)
- FitCheck Report
- Project Closeout

Duration

Typically up to 3-1/2-days for the first database and 6 hours for each additional database

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Database Service (NDB)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

End User Computing (EUC) Services

EUC Strategy KickStart

Product Code: CNS-DAY0-EA-KST-EUC

At-a-Glance

Stage: Plan

The End User Computing (EUC) Strategy KickStart offers IT teams in-depth insights and practical guidance to kickstart the planning for a successful modernization of their existing EUC strategy. This workshop is beneficial during the Plan stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with solid domain expertise and rich experience, the KickStart workshop begins with a discovery session to understand the operating environment and required outcomes. Critical areas identified during the discovery session are then addressed in a customized workshop.

Upon completion of this workshop, IT teams will:

- Know the areas of consideration vital to achieving desired business outcomes
- Understand and know how to resolve challenges that could stall success
- Avoid common pitfalls that result in critical design errors and overly complex architecture
- Be able to plan and drive an optimized, efficient transition to new technologies and operating models
- Learn how Nutanix Cloud Platform (NCP) helps you to run cost-effective EUC environments that meet your business requirements

Potential workshop topics include but are not limited to the following:

- Shift mindset to treat VDI as a vehicle to deliver applications as opposed to desktops
- Understand the stages of the EUC journey and the impact on people, processes, and technology
- Explore powerful customer success stories about how VDI solved difficult business problems

Optional Topics (Choose 3)

- Designing for user experience and sizing accordingly
- Network implications for VDI
- Scaling easily and systematically
- Designing Active Directory
- Metric-driven analytics to ensure a positive user experience
- Disaster recovery nuances for VDI
- Application delivery strategies
- Strategies to drive broad adoption

Limitations

- Transformation activities are not included in the workshop

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Knowledge of current operations and existing product suite
- Understanding of future vision for the environment
- Completed discovery session and worksheet

Required Product Licenses

- None

Deliverables

- Workshop
- High-level Summary Presentation

Duration

Typically 2 hours, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Discovery and Assessment Workshop

Product Code: CNS-EUC-A-WRK-TXF-STD

At-a-Glance

Stage: Assess

The End User Computing (EUC) Discovery and Assessment Workshop offers IT teams an assessment of the current EUC environment with the essential knowledge and planning insights needed to successfully bring existing physical or virtual desktop inventory to the Nutanix Cloud Platform (NCP). This workshop provides a tool-based data collection effort and assessment to classify users, applications, and workstations. This workshop is ideal for the Assess stage of the hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with solid domain expertise and rich experience, the workshop begins with a discovery session. The consultant deploys the collection tool. Upon completion of the data collection, the consultant delivers a comprehensive analysis and current state assessment to ensure that resource and use case requirements are identified. This assessment supports a detailed, accurate design for a future state desktop and virtualization architecture using the Nutanix EUC Broker Design service.

The service includes the following activities:

- Conduct a discovery and collection session:
 - Assess the current state of systems, applications, and users
 - Deploy collection tool infrastructure
 - Assist with the deployment of collection agents
- Upon completion of the data collection period, conduct a current state assessment
 - Group users into categories/use cases to support desktop environment design
 - Assess application requirements for CPU, memory, GPU, network, and disk
 - Assess user and use case requirements for CPU, memory, GPU, network, and disk
 - Assess the use of peripherals, printing, and communications software
 - Assess network configuration impacts and requirements
 - Develop specifications for endpoint hardware, VMs, and software required for each use case

Limitations

- Assessment limited to a maximum of 500 individual systems or users
- Excludes EUC Broker design, deployment, and migration

Supported Collection Tools

- Liquidware Stratusphere UX

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Prerequisites

- Completed EUC Discovery Configuration Worksheet
- Ability and capacity to install collection tool agent software in existing EUC environment for data collection
- Data collection period of 2 weeks minimum required, maximum 30 days

Required Product Licenses

- Collection Tool licensing is supplied, but use is limited to the scope defined above
- Additional agents or data collection period requires additional Collection Tool license purchase

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Data Collection
- Workshop
- Findings Report
- Project Closeout

Duration

Typically up to 5 days plus data collection (up to 30 days)

Related Products

- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Broker Design Workshop

Product Code: CNS-EUC-A-WRK-BRK

At-a-Glance

Stage: Design

The End User Computing (EUC) Broker Design Workshop offers IT teams in-depth and practical guidance to create a comprehensive design for an application or desktop virtualization solution. It covers various aspects such as scalability, functionality, integration, and operational needs. This workshop is beneficial during the Design stage of a hybrid multicloud journey, especially for EUC workloads.

Service Scope

A series of design workshops is delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, networking, and EUC teams. After the design workshop, the consultant develops a Nutanix Design document and configuration workbook that addresses conceptual, logical, and physical NCI and EUC Broker design elements.

Essential Edition

For customers who want a basic Infrastructure design for greenfield EUC workloads.

The Essential Edition includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, risks, mitigations, and decisions in a series of workshops
- Develop NCI architecture, including interoperability, security, and scalability for future growth
- Define integration with AD/LDAP and IPAM/DNS environments
- Develop NCI cluster design
- Design virtual networking, including integration with the physical network
- Design virtual storage, including container layout, compression, and de-duplication
- Validate NCI sizing based on workload details provided by the customer
- Design EUC Broker infrastructure for one supported EUC Broker
- Design security including data-at-rest encryption, SSL certificate, password complexity, and syslog
- Assess load balancing impact and requirements
- Define Gold Image configurations for either desktop VM or Remote Desktop Session Host (RDSH) VM
- Define access methods and requirements
- Define basic profile management and folder redirection configuration
- Includes Citrix Profile Management, Microsoft FSLogix profile containers, or Frame enterprise profiles
- Validate customer-provided infrastructure capacity based on sizing requirements and choice of supported hypervisors (including optional vGPU support)

- Plan Nutanix Unified Storage (NUS) Files data service architecture to support user workspace and profiles only
- Plan system functional testing for solution

Advanced Edition

For customers with advanced EUC environment requirements including application management, layering and microsegmentation.

The Advanced Edition includes the following activities:

- Everything in the Essential Edition
- Conduct a high-level review of existing EUC environment to support sizing
- Plan EUC Broker VM and user data protection
- Plan one of the following Environment Management solutions:
 - Citrix Workplace Environment Management (WEM) agent
 - VMware Dynamic Environment Manager (DEM) / Persona agent
- Plan one of the following Application Layering solutions:
 - Citrix App Layering
 - VMware App Volumes
- Plan Nutanix Flow Network Security Microsegmentation within the EUC environment
- Plan user acceptance testing (UAT)
- Plan user onboarding

Site Design Topology

Each edition supports either a single site or a multisite DR topology design.

- **Single Site** - Single site EUC design in a single physical site or resource location
- **Multisite DR** – EUC DR active/active or active/passive design configuration, including user profile replication with NUS Files

Limitations

Essential Edition

- Limited to up to 2 distinct use cases
- Limited to up to 2 EUC Gold Image configurations
- Microsoft FSLogix configuration limited to profile containers only

Advanced Edition

- Limited to up to 10 distinct use cases
- Limited to up to 10 EUC Gold Image configurations

Site Design Topology

Single Site

- Limited to a single physical site or public cloud region for the EUC use case only
- Limited to a single EUC broker deployment design

Multisite DR

- Limited to up to 2 physical sites or public cloud region for the EUC use case only
- Limited to up to 2 disparate EUC Broker deployment designs

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document (Standard or Enhanced Documentation only)
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

	Essentials	Advanced
Single Site	Typically up to 5 days	Typically up to 11 days
Multisite DR	Typically up to 12 days	Typically up to 15 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Multisite Design Workshop

Product Code: CNS-EUC-A-WRK-MS

At-a-Glance

Phase: Design

The End User Computing (EUC) Multisite Design Workshop offers IT teams in-depth and practical guidance to extend their existing application or desktop virtualization solution to support a multisite design leveraging Nutanix Cloud Infrastructure (NCI) Disaster Recovery (DR) solutions, including Asynchronous, NearSync, Synchronous DR, and Metro Availability. This workshop is beneficial during the Design stage of a hybrid multicloud journey, especially for EUC workloads.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience to ensure that the disaster recovery solution requirements and required outcomes are identified. Design workshops require collaboration with key customer stakeholders from architecture, virtualization, networking, and EUC teams. After the design workshop, the consultant develops a Nutanix EUC Multisite Design document and configuration workbook that addresses conceptual, logical, and physical NCI and EUC Broker multisite design elements.

Note: The EUC Multisite Design Workshop is intended to add multisite support to an existing EUC Broker deployment. For a net-new EUC design that includes multisite deployment, the EUC Broker Design Workshop is available.

The service includes the following activities:

- Gather and document solution requirements, constraints, assumptions, dependencies, and decisions, including recovery point (RPO) and recovery time (RTO) requirements
- Map RPO and RTO requirements into a DR solution
- Define cross-site user and Gold Image failover requirements
- Review Nutanix DR technologies and how each would fit into the EUC multisite solution
- Review EUC Broker infrastructure requirements to support an EUC multisite solution, including:
 - Access methods
 - Nutanix Unified Storage (NUS) Files data service architecture hosting Citrix Profile Management, Microsoft FSLogix profile containers, or Dizzion Frame enterprise profiles
 - SQL Server databases, if required by the EUC Broker
 - NVIDIA License System (optional)
- Develop a plan for system functional validation testing

Asynchronous or NearSync DR Solutions

- Design availability zones
- Design protection policies
- Design recovery plans

- Design custom IP mappings
- Design categories

Synchronous and Metro Availability Solutions

- Design remote sites
- Design witness
- Design containers
- Design DRS / Affinity / HA settings on VMware ESXi clusters

Protection Domain-based Solutions

- Design remote sites
- Design protection domains
- Design VM classification

Limitations

- Expands existing single-site design to multisite EUC design

Note: This workshop intends to add multisite support to an existing EUC Broker deployment. For a net-new EUC design that includes multisite deployment, the EUC Broker Design Workshop is available.

- For each quantity purchased, the design is limited to one source physical site or public cloud region and one target physical site or public cloud region. Larger environments are accommodated via a custom statement of work (SOW)
- Up to 5 distinct use cases
- Up to 5 EUC Gold Image configurations

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Configuration Workbook
- Design Document
- Project Closeout

Duration

Typically up to 4 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Broker Deployment

Product Code: CNS-EUC-A-SVC-BRK-DEP

At-a-Glance

Stage: Deploy

The End User Computing (EUC) Broker Deployment service accelerates the deployment of a supported EUC Broker. In addition, Nutanix creates an optimized Gold Image for consumption by an application or desktop virtualization solution. EUC teams have a choice of a variety of supported EUC Brokers. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by deploying the EUC Broker and creating the Gold Image according to Nutanix recommended practices and the customer-provided design document and use case documentation. The Gold Image is then used for consumption by an application or desktop virtualization solution. After the deployment, the consultant creates a customized As-built Guide and updated configuration workbook to document the final configuration of the EUC Broker.

Citrix Virtual Apps and Desktops (CVAD) or Desktop as a Service (DaaS)

For customers with Citrix-based EUC Brokers.

The service includes the following activities:

- Review customer-provided design and configuration documentation
- Deploy Citrix broker infrastructure to support a single Citrix site according to a customer-provided design document
 - Deploy Cloud Connectors (Citrix DaaS)
 - Deploy Citrix Delivery Controller servers (CVAD)
 - Verify existing customer-provided Microsoft SQL Server infrastructure to support Citrix broker infrastructure
 - Deploy Citrix StoreFront servers
 - Configure StoreFront aggregation (optional)
 - Deploy Citrix Provisioning servers (optional)
 - Deploy Nutanix plugins for Machine Creation Services (MCS) and Citrix Provisioning Services (PVS) (optional)
 - Configure Citrix policies according to the customer-provided design document
- Deploy a virtual Citrix NetScaler (Application Delivery Controller) appliance and Citrix Application Delivery Management (ADM) for pooled capacity licensing requirements (optional)
 - Configure Citrix NetScaler (ADC) or F5 load balancing requirements for Citrix components (optional)
- Deploy NVIDIA License System (optional)

- Configure Active Directory (AD) groups, organizational units (OU), and base Group Policy Objects (GPO) according to the customer-provided design document
- Configure FSLogix profile containers according to the customer-provided customer design document
- Assist with installing and integrating a single base Windows Gold Image with base OS optimizations, required broker agent software, supported hypervisor, and GPU

VMware Horizon

For customers who want a VMware Horizon-based EUC solution.

The service includes the following activities:

- Review customer-provided design and configuration documentation
- Deploy VMware Horizon management broker infrastructure to support a Horizon pod according to a customer-provided design document
 - Deploy VMware Horizon connection servers
 - Deploy VMware Horizon composer servers (optional)
 - Deploy VMware Universal Access Gateway appliances
 - Verify existing customer-provided Microsoft SQL Server infrastructure to support Horizon broker infrastructure
 - Configure Horizon policies within connection servers
- Deploy a virtual Citrix NetScaler (ADC) appliance and Citrix ADM for pooled capacity licensing requirements (optional)
 - Configure Citrix NetScaler (ADC) or F5 load balancing requirements for Horizon components (optional)
- Deploy NVIDIA License System (optional)
- Configure Active Directory (AD) groups, organizational units (OU), and base Group Policy Objects (GPO) according to the customer-provided design document
- Configure FSLogix profile containers according to the customer-provided customer design document
- Assist with installing and integrating a single base Windows Gold Image with base OS optimizations, required broker agent software, supported hypervisor, and GPU drivers

Dizzion Frame

For customers who want a Frame-based EUC solution.

The service includes the following activities:

- Review customer-provided design and configuration documentation
- Deploy Frame broker infrastructure, configuration, and connectivity to support a physical site or public cloud region according to a customer-provided design document
- Configure Frame customer, organization, and account(s)
- Configure SAML2 identity provider for user authentication
- Register NCI cluster running AHV or customer-provided AWS, Azure or GCP cloud subscription

- For NCI clusters running AHV:
 - Deploy and configure Frame Cloud Connector appliances
 - Configure Prism Central to support Frame
 - Deploy and configure the Frame Streaming Gateway appliance(s) (optional)
 - Deploy NVIDIA License System (optional)
 - Configure Active Directory (AD) groups, organizational units (OU), and base Group Policy Objects (GPO) according to the customer-provided design document
 - Configure FSLogix profile containers to the solution design
 - Configure storage mount points according to the customer-provided design document
 - Assist with installing and integrating a single base Windows Gold Image with base OS optimizations, required broker agent software, supported hypervisor, and GPU drivers

Limitations

- For each quantity purchased, deployment is limited to a single physical site and one Gold Image
- Maximum of 64 nodes distributed in up to 4 NCI or dedicated NUS clusters of a single hypervisor type at a single physical site
- Multisite DR deployments require quantity 1 for each physical site. Additionally, the *EUC Disaster Recovery & Multisite Integration* service is required
- Excludes creation or updates to customer-provided design documentation

Citrix Virtual Apps and Desktops (CVAD) or Desktop as a Service (DaaS)

- Limited to:
 - Up to 2 virtual machine resources per component in a high availability (HA) configuration as per the design
 - Up to 4 load-balanced VIPs and 2 Citrix Gateways on Citrix NetScaler configuration
 - Virtual NetScaler deployment only
 - NetScaler configuration applicable for both physical and virtual appliances
 - Up to 3 base GPOs per existing design
 - One Windows-based Gold Image
 - Excludes custom application installs
 - OS optimizations based on template recommendations only
- Excludes Citrix Workplace Environment Management (WEM) agent configuration

VMware Horizon

- Limited to:
 - Up to 1 Horizon pod
 - Up to 2 virtual machine resources per component in a HA configuration as per the design
 - Up to 3 base GPOs per existing design
 - One Windows-based Gold Image
 - Excludes custom application installs

- OS optimizations based on template recommendations only
- VMware Dynamic Environment Manager (DEM) / Persona agent configuration not included

Dizzion Frame

- Limited to:
 - Up to 1 physical site or public cloud region
 - Up to 2 Frame Cloud Connector appliances in a HA configuration as per the design
 - Up to 2 Frame Streaming Gateway appliances in a HA configuration as per the design
 - Up to 3 base GPOs per existing design
 - One Windows-based Gold Image
 - Excludes custom application installs
 - OS optimizations based on template recommendations only

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Customer-provided Design document
- Completed Pre-Install Questionnaire

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Software licenses for Gold Image

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-Built Guide
- Project Closeout

Duration

Typically up to 6 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Advanced Application Layering Deployment

Product Code: CNS-EUC-A-SVC-DEP-AAM

At-a-Glance

Stage: Deploy

The End User Computing (EUC) Advanced Application Layering Deployment service accelerates the deployment of supported EUC user application layering management solutions to simplify the operating system (OS), applications, and user personalization management. The Advanced Application Layering is deployed on an existing EUC Broker environment. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid EUC domain expertise and rich experience deploy the supported EUC application layering management solutions according to Nutanix recommended practices and the customer-provided design document and use case documentation. After the deployment, the consultant creates a customized As-built Guide and updated configuration workbook to document the final configuration of the EUC Application Layering Management solution.

The service includes the following activities for one of the supported EUC Application Layering Management solutions:

Citrix App Layering

- Deploy Citrix Enterprise Layer Manager appliance
- Configure integration to Active Directory (optional)
- Configure integration to existing file server infrastructure (optional)
- Configure connection to existing hypervisor or cloud infrastructure (optional)
- Create an operating system (OS) layer using an existing base OS Layer
- Configure a platform layer based on the OS layer
- Create use case-determine layer(s)
- Install assistance for use case-determined layer(s) for an application or agent
- Configure assistance for AV security agents according to recommended practices
- Apply recommended OS and application optimizations
- Functionally validate the layers and application launch

VMware App Volumes

- Deploy VMware App Volumes manager(s)
- Configure the required Microsoft SQL Server database deployed on existing SQL Server infrastructure
- Install App Volumes Agent into an existing Gold Image

- Configure integration to Active Directory (optional)
- Configure integration to existing hypervisor infrastructure (optional)
- Configure assistance for AV security agents according to recommended practices
- Apply recommended OS and application optimizations
- Functionally validate the layers and application launch

Limitations

- For each quantity purchased, deployment is limited to a single production environment at one physical site for a single supported broker

Citrix App Layering

- Up to 1 Citrix Enterprise Layer Manager Appliance
- Up to 1 operation system (OS) Layer
- Up to 1 platform layer
- Up to 5 use case-determined layers containing either 1 application or agent
- Application layer(s) may include 1 user application or 1 anti-virus (AV) security agent

VMware App Volumes

- Up to 2 VMware App Volume Managers
- Up to 1 App Volume Agent for 1 existing Gold Image
- Application layer(s) may include 1 user application or 1 AV security agent
- AppStacks that contain multiple applications or agents; each application or agent counts against the total of 5 layers

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon

Supported EUC Application Layering Management Solution

- Citrix App Layering
- VMware App Volumes

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements

- Customer-provided Design document detailing the layers that need to be created and which applications or agents are contained within each layer
- Completed Pre-Install Questionnaire
- A single, fully patched base OS image with only hypervisor tools installed

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing, including for Citrix App Layering or VMware App Volumes

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically 5 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Advanced Environment Management Deployment

Product Code: CNS-EUC-A-SVC-DEP-ENV

At-a-Glance

Stage: Deploy

The End User Computing (EUC) Advanced Environment Management Deployment service accelerates the deployment of supported EUC Environment Management Solutions to deliver the best possible performance, desktop login, and application response times for supported EUC Brokers. The Advanced Environment Management solution is deployed on an existing EUC Broker environment. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid EUC domain expertise and rich experience deploy the supported EUC Environment Management Solutions according to Nutanix recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized As-built Guide and updated configuration workbook to document the final configuration of the EUC Environment Management Solution.

The service includes the following activities for one of the supported EUC Environment Management Solutions:

Citrix Workspace Environment Manager

- Review existing design, requirements, and planned use case(s)
- Deploy and configure up to 2 Citrix WEM brokers
- Configure the required Microsoft SQL Server database in an existing SQL Server infrastructure
- Configure Active Directory Group Policy Objects (GPO) as required by design
- Configure integration to existing file server infrastructure (optional)
- Configure integration to existing hypervisor infrastructure (optional)
- Configure environment management policies based on the existing design
- Install and configure required environment management agents and Gold Images
- Configure assistance for anti-virus (AV) and security agents following recommended industry best practices
- Functionally validate the policies, configurations, and application launch

VMware Dynamic Environment Manager

- Review existing design, requirements, and planned use case(s)
- Configure Active Directory GPOs as required by design
- Configure integration to existing file server infrastructure (optional)

- Configure integration to existing hypervisor infrastructure (optional)
- Configure environment management policies based on the existing design
- Install and configure required environment management agents and Gold Images
- Configure assistance for AV and security agents following recommended industry best practices
- Functionally validate the policies, configurations, and application launch

Microsoft FSLogix

- Review existing design, requirements, and planned use case(s)
- Configure Active Directory GPOs as required by design
- Configure integration to existing file server infrastructure (optional)
- Configure integration to existing hypervisor infrastructure (optional)
- Configure FSLogix profile containers, Microsoft Office 365 containers, and application masking policies based on the existing design
- Install and configure required environment management agents and Gold Images
- Configure assistance for AV and security agents following recommended industry best practices
- Functionally validate the policies, configurations, and application launch

Limitations

- For each quantity purchased, deployment is limited to a single production environment at one physical site for a single supported broker
- Up to 5 environment management policies based on the customer-provided Design document
- Up to 5 Gold Images for management agent deployment

Citrix Workspace Environment Manager

- Up to 2 Citrix WEM Brokers

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Supported EUC Advanced Environment Management Solutions

- Citrix Workspace Environment Manager (WEM)
- VMware Dynamic Environment Manager (DEM)
- Microsoft FSLogix

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements
- Customer-provided Design document detailing the EUC Environment Management Policies to be created
- Completed Pre-Install Questionnaire
- A single, fully patched base OS image with only hypervisor tools installed

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing, including for Citrix DEM, VMware WEM
- Microsoft licensing for FSLogix (as needed)

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically 3 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Disaster Recovery and Multisite Integration

Product Code: CNS-EUC-A-SVC-DEP-MSDR

At-a-Glance

Stage: Deploy

End User Computing (EUC) Disaster Recovery (DR) and Multisite Integration accelerate the integration for existing application or desktop virtualization solutions with Nutanix Cloud Infrastructure (NCI) Disaster Recovery solutions, including Asynchronous, NearSync, Synchronous DR, and Metro Availability. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin by reviewing the customer-provided EUC DR design document and requirements. The consultant then deploys and configures one of the supported DR solutions according to Nutanix's recommended practices and the customer-provided design document. After the deployment, the consultant creates a customized as-built document and updated configuration workbook to document the final configuration of the cluster(s).

The service includes two configuration options.

Active-Passive Disaster Recovery

For customers who want a DR solution with a DR site taking over from a primary site via a failover process. Active-passive DR is primarily used to support persistent desktop environments.

The Active-Passive Disaster Recovery option includes the following activities:

- Review and validate EUC Disaster Recovery Design document
- Review requirements, constraints, risks, assumptions
- Review recovery point objective (RPO) and recovery time objective (RTO) requirements
- Review inventory of virtual machines (VMs) to be protected
- Review IP address remapping requirements
- Configure Nutanix DR solution between 2 sites
 - Configure the NCI cluster at the target site
 - Configure Async or NearSync protection domains (PDs)
 - Configure Prism Central availability zones
 - Configure Nutanix DR protection policies
 - Configure Nutanix DR recovery plans
- Review protection of Microsoft SQL Server databases
- Assist customer in configuring SQL mirroring, always-on availability group (AAG), or basic AAG (BAG) (optional)
- Configure protection of EUC control plane VMs

- Protect Citrix Virtual Apps & Desktops (CVAD) Delivery Controllers, StoreFront servers, Workspace Environment Management (WEM) brokers, Enterprise Layer Manager (ELM), and Citrix NetScaler
- Protect VMware Horizon connection servers, composer servers, app volume managers, and Unified Access Gateway (UAG) appliances
- Protect the Dizzion Frame utility server
- Protect NVIDIA License System (optional)
- Configure protection for existing EUC template VMs
- Configure replication for NUS Files
- Protection configured by PD-based Async/Smart DR
- Validate failover plan for the control plane, user desktop, and remote desktop session host (RDSH) VMs
- Test failover of control plane, desktop, and RDSH VMs
- Test fail-back of the control plane, desktop, and RDSH VMs
- Verify existing SQL Server infrastructure to support control plane infrastructure

Active-Active Disaster Recovery

For customers who want to deploy multisite architectures with each site simultaneously supporting a subset of the users. Active-active DR is primarily used to support large-scale, non-persistent desktop environments.

The Active-Active Disaster Recovery option includes the following activities:

- Review and validate EUC multisite design
- Review requirements, constraints, risks, assumptions
- Review cross-site user failover requirements
- Review RPO and RTO requirements for user data
- Review inventory of VMs to be replicated
- Configure Nutanix DR solution between 2 sites
 - Configure disaster recovery settings on the NCI cluster at the target site
 - Configure Prism Central availability zones
 - Configure Async or NearSync PDs
 - Configure Nutanix DR protection policies
 - Configure Nutanix DR recovery plans
- Configure replication for existing EUC Gold Image
- Protect NVIDIA license system (optional)
- Configure replication for NUS Files using either PD-based Async DR, Smart DR, or PeerSync, if required by design
- Review replication of Microsoft SQL Server databases, if required by design
- Assist customer in configuring Microsoft SQL mirroring, AAG, or BAG (optional)

- Configure VMware Horizon cloud-pod architecture and global entitlements
 - Configure App Volumes volume groups to support AppStack replication, if required by the design
- Configure Citrix Virtual Apps and Desktops StoreFront aggregation
- Review the configuration of global server load balancing (GSLB)
- Assist customer in configuring GSLB or Global Traffic Manager (GTM) features, as required by existing design
- Validate site failover plan for desktop users
- Test failover of users from one site to the other
- Failover of users to a different non-persistent desktop
- Test failover for NUS Files between sites
- Test failover for SQL Server databases, if required

Limitations

- For each quantity purchased, EUC DR Multisite integration is limited to one source physical site or public cloud region and one target physical site or public cloud region. Larger environments are accommodated via a custom statement of work (SOW)
- EUC-related workloads only
- Custom scripting to support failover or migration of persistent desktops between control plane instances is not in scope but may be accommodated via custom SOW.

Active/Active Disaster Recovery

- Dizzion Frame is not supported

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame (Active/Passive DR only)

Prerequisites

- Fully supported and functional on-premises NCI source cluster and NCI target cluster that meets all product requirements for the selected DR solution.

Note: For information on the requirements for configuring Nutanix Disaster Recovery, see Disaster Recovery Requirements in the *Nutanix Disaster Recovery Guide* on the Nutanix Support Portal.

- Customer-provided Design document detailing the EUC multisite design
- Completed Pre-Install Questionnaire

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Microsoft SQL Server licensing (if required)
- PeerSync Software licensing (if required)

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- As-built Guide
- Project Closeout

Duration

Typically 8 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Gold Image Creation

Product Code: CNS-EUC-A-SVC-IMG-STD

At-a-Glance

Stage: Deploy

End User Computing (EUC) Gold Image Creation accelerates the creation of Gold Images for consumption by an application or desktop virtualization solution with expertise from highly skilled consultants. EUC teams have a choice of creating Gold Images for a variety of supported EUC Brokers. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience create the Gold Image according to Nutanix recommended practices and the customer-provided design document and use case documentation for consumption by an application or desktop virtualization solution.

The service includes the following activities:

- Configure the base Gold Image
- Install supported base Windows Server or desktop operating system (OS)
- Install hypervisor guest agents and drivers
- Install applications into the image. Applications may include anti-virus and security agents
- Configure anti-virus and security agents according to recommended practices
- Apply recommended OS and application optimizations
- Install NVIDIA GRID drivers (optional)
- Install EUC vendor management agent(s) per existing design
- Configure a Citrix machine catalog, VMware desktop pool, or Frame account within the broker infrastructure based on the new image
- Configure Active Directory Group Policy Objects (GPO) and standard profile configuration specific to the use case for the Gold Image
 - Configure policies for Citrix Profile Management
 - Configure policies for VMware Persona
 - Configure policies for Folder Redirection
 - Enable Frame Enterprise Profiles on the account
- Validate the image and application launch functionality

Limitations

- For each quantity purchased, deployment is limited to 1 Gold Image
- Limited to up to 5 applications
- Citrix Workplace Environment Management (WEM) agent configuration not included
- VMware Dynamic Environment Manager (DEM) / Persona agent configuration not included

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements
- Customer-provided Design Document
- Completed Software and Gold Image Questionnaire

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Software licenses for Gold Image

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- Project Closeout

Duration

Typically 2 days per Gold Image

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Workload Expansion

Product Code: CNS-EUC-A-SVC-WKLD-EXP

At-a-Glance

Phase: Deploy

The End User Computing (EUC) Workload Expansion accelerates the expansion of an EUC workload(s) by integrating new on-premises Nutanix Cloud Infrastructure (NCI) or Nutanix Cloud Clusters (NC2) clusters into existing supported EUC broker infrastructure to facilitate scaling capacity. This offer is ideal for the Deploy stage of the hybrid multicloud journey for EUC workloads.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience integrate existing EUC Broker infrastructure with newly deployed on-premises NCI or NC2 cluster and migrate an existing Gold Image to create new workloads.

The service includes the following activities:

- Copy a pre-existing Gold Image to the newly deployed on-premises NCI or NC2 cluster, performing hypervisor conversion if required
- Connect the existing broker infrastructure to the target on-premises NCI or NC2 Cluster, including AHV plug-in deployment if required
- Provision one desktop pool or machine catalog and delivery group using the copied Gold Image on the target NCI or NC2 cluster
- Test application/desktop launch for newly provisioned workloads

Limitations

- For each quantity purchased, deployment is limited to a single on-premises NCI cluster or NC2 cluster
- Limited to:
 - 1 Gold Image with source and destination environments connected by a reliable, high-bandwidth connection for migration
 - 1 Machine Catalog/Delivery Group and Desktop Pool created/amended
 - Up to 100 workloads created on the target environment
- New workloads must run in the same Active Directory domain as the existing workloads
- Excludes Gold Image application compatibility testing and any remediation from in-guest hypervisor conversion
- Excludes creation or updates to customer-provided design documentation

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Prerequisites

- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) cluster that meets all product requirements and does not run any other workloads

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements
- Customer-provided Design document
- Completed Pre-Install Questionnaire
- An existing Gold Image using a supported guest OS with no known issues

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Software licenses for Gold Image

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Deployment
- Project Closeout

Duration

Typically 2 days, delivered remotely

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Migration Workshop

Product Code: CNS-EUC-A-WRK-MIG-STD

At-a-Glance

Stage: Migrate

The End User Computing (EUC) Migration Workshop offers EUC teams in-depth and practical guidance to create a comprehensive migration plan for migrating existing EUC application and desktop virtualization environment to the Nutanix Cloud Platform (NCP). This offer is ideal for the Migrate state of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with solid domain expertise and rich experience begin with a discovery session that collects migration requirements, dependencies, and maintenance windows. The consultant then conducts a workshop based on the discussions during the discovery session and creates a migration plan.

The service includes the following activities:

- Conduct a EUC migration discovery session:
 - Gather and document migration requirements, constraints, assumptions, dependencies, and decisions for the migration effort
 - Assess the current state of systems and users to be migrated
- Conduct EUC migration workshop:
 - Review options for migrating existing
 - EUC broker infrastructure
 - Virtual and physical desktops
 - Gold Images
 - User profiles and data
 - Assess network configuration impacts and requirements
 - Develop a migration plan and process, rollback plans, and migration wave(s)
 - Develop a post-migration validation plan

Limitations

- Limited to migration planning for 1 existing EUC environment in 1 physical site. Larger environments can be accommodated via a custom statement of work (SOW)

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Prerequisites

- None

Required Product Licenses

- None

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Workshop
- Migration Workbook
- Migration Plan
- Migration Test Plan
- Project Closeout

Note: This offer is available with several documentation options, defined here <https://www.nutanix.com/support-services/consulting-services/documentation-tiers>

Duration

Typically 4 days

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC Workload and Gold Image Migration

Product Code: CNS-EUC-A-SVC-MIG-V2V

At-a-Glance

Stage: Migrate

End User Computing (EUC) Workload and Gold Image Migration offers IT teams strong domain expertise to migrate desktop or remote desktop service host (RDSH) VM workloads to the Nutanix Cloud Platform per the customer-provided migration plan. Workloads include both persistent virtual desktops and existing Gold Images. This offer is ideal for the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the migration requirements EUC workloads and the post-migration validation plan are accurate. The consultant then migrates the EUC workloads according to the migration plan.

The service includes the following activities:

- Validate EUC workload and Gold Image migration requirements and validation plan
- Deploy migration tools as required according to the migration plan
- Configure Active Directory and storage infrastructure settings as required
- Migrate the EUC workloads and Gold Images based on the migration plan
- Integrate migrated workloads into the target EUC broker infrastructure
- Monitor the migration process via periodic touchpoints
- Remediate identified migration issues
- Execute the existing post-migration validation plan

Limitations

- Excludes migration planning
- For each pack purchased, migration is limited to up to 5 VMs or up to 2.5TB of total data
 - Migration must occur as a single contiguous migration wave
- Larger environments can be accommodated via a custom statement of work (SOW)

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Prerequisites

- Customer-provided EUC migration plan including VMs targeted for migration
- Fully supported and functioning source environment hosting EUC VMs
- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements
- Operating systems are supported by NCI, EUC Broker, and the migration tool

Note: For information on the supported guest operating systems, see *Nutanix Compatibility and Interoperability Matrix* on the Nutanix Support Portal.

- EUC and application subject matter experts (SME) available during the migration

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Migration tools licensing

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Procedure
- Migration Summary
- Project Closeout

Duration

Typically 2 days per 5 VMs or up to 2.5TB of total data

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

EUC User Data Migration

Product Code: CNS-EUC-A-SVC-MIG-USR

At-a-Glance

Stage: Migrate

End User Computing (EUC) User Data Migration offers IT teams strong domain expertise to migrate EUC users and their data to the Nutanix Cloud Platform per the customer-provided migration plan. This offer is ideal for the Migrate stage of a hybrid multicloud journey.

Service Scope

Highly skilled consultants with strong domain expertise and rich experience begin with validating the customer-provided migration plan to ensure the migration requirements EUC user data and the post-migration validation plan are accurate. According to the migration plan, the consultant then migrates the users and their associated data from existing physical or virtual desktop environments.

The service includes the following activities:

- Validate EUC user data migration requirements and validation plan
- Deploy migration tools as required according to the migration plan
- Configure Active Directory and storage infrastructure settings as required
- Migrate the EUC User data based on the Migration plan
- Monitor the migration process via periodic touchpoints
- Remediate identified migration issues
- Execute the existing post-migration validation plan

Limitations

- Excludes migration planning
- For each pack purchased, migration is limited to 5 individual users with up to 50 GB of data per user or a configuration of up to 5 Group Policy Objects (GPO-based) policies to support automated migration
 - Migration must occur as a single contiguous migration wave
- Larger environments can be accommodated via a custom statement of work (SOW)

Supported EUC Brokers

- Citrix Virtual Apps and Desktops
- Citrix DaaS
- VMware Horizon
- Dizzion Frame

Prerequisites

- Customer-provided EUC migration plan including VMs targeted for migration
- Fully supported and functioning source environment hosting EUC user data
- Fully supported and functional on-premises NCI cluster or Nutanix Cloud Clusters (NC2) that meets all product requirements

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional EUC Broker environment that meets all product requirements
- Operating systems are supported by NCI, EUC Broker, and the migration tool

Note: For information on the supported guest operating systems, see *Nutanix Compatibility and Interoperability Matrix* on the Nutanix Support Portal.

- EUC and application subject matter experts (SME) available during the migration

Required Product Licenses

- NCI
- Hypervisor licenses for NCI
- EUC Broker licensing
- Migration tools licensing

Deliverables

- Project Kickoff
- Project Schedule
- Project Status Report(s)
- Migration
- Migration Procedure
- Migration Summary
- Project Closeout

Duration

Typically, 2 days per 5-policy pack or 5 individual users (of up to 50GB)

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- End User Computing (EUC)

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Flexible Credits

Flexible Credits

Product Code: FLEX-CST-CR

At-a-Glance

Stage: All

Nutanix Flex Credits provide a credits program for purchasing Nutanix Professional Services. This program provides the flexibility to utilize budget cycles to pre-buy credits for future use of Nutanix Professional Services and training via redemption of credits. Within the terms of validity of the Flex Credits, use the credits for the portfolio of Nutanix Professional Services, including Consulting, Resident, Technical Account Manager, and Education.

Service Scope

Purchase Flex Credits globally and apply them to the following types of Nutanix Professional Services:

- Pre-defined Consulting
- Custom Consulting
- Residents
- Technical Account Managers
- Education classes, including certification
- Any future services released by Nutanix Professional Services within the redemption window

Purchase credits, valued at \$100 USD per credit, from Nutanix authorized resellers or distributors.

Flex Credit Redemption

Please send a request to flexcredits@nutanix.com and include contact information, business, reason for the request, and purchase order number, if known.

Flex Credit Terms and Conditions

- Flex Credits expire 12 months from the purchase date and are non-refundable.
- Flex Credits can be applied to Nutanix Professional Services available at the time of redemption
- The decision on specific Professional Services is not required at time of Flex Credits purchase
- Partial Flex Credits balances can be pooled toward a single redemption

Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions that can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

Workshop Documentation Options

Workshop Documentation Options

Nutanix provides design documents as part of our Consulting Services workshop offerings. Three sets of workshop documentation options are available:

	Workshop Only	Standard Documentation	Enhanced Documentation
Configuration or Migration Workbook	✓	✓	✓
Design Document		✓	✓
High-level Design or Migration presentation		✓	✓
Deployment or Migration Plan		✓	✓
Deployment or Migration Test Plan		✓	✓
Deployment or Migration Plan with Screen Captures			✓
Deployment or Migration Test Plans with Screen Captures			✓
Customer-supplied templates			✓

Workshop Documentation Options

- **Workshop Only:** For customers interested only in a design workshop. Includes a configuration or migration workbook outlining configuration settings after the workshop is completed. Delivered using standard Nutanix templates written in English.
- **Standard Documentation:** Includes everything customers need to begin, implement, and complete their project. This is a comprehensive documentation set and is a customer favorite. Delivered using standard Nutanix templates written in English.
- **Enhanced Documentation:** For customers with complex documentation requirements. This documentation set provides additional details and the option to use customer-supplied templates written in English. This option provides the most flexibility, with additional customization possible at Nutanix discretion.