

Support Services for Nutanix with HPE® ProLiant® DX Appliances



Experience the Difference of Nutanix & HPE Support

Nutanix and HPE® formed a global partnership to deliver Nutanix Enterprise Cloud software on a new family of integrated appliances, ProLiant® DX, based on the most secure industry standard servers, HPE's ProLiant and Apollo Gen10 servers.

Nutanix and HPE are committed to delivering the highest level of support to customers running Nutanix Enterprise Cloud OS software on HPE® ProLiant® DX appliances.

Key Benefits

- No-worry support.
- Nutanix ensures full software support on HPE® ProLiant® DX hardware.
- Nutanix has been awarded the prestigious Customer Relationship Management Institute NorthFace Scoreboard Award for world-class customer service for five consecutive years.
- Omega bases the results on customer satisfaction and overall NPS scores that Nutanix receives from customers and partners.
- Nutanix's Net Promoter Score (NPS) of 90+ for five years running demonstrates the consistent level of commitment to our customers, even as we continuously expand our reach across multiple platforms and environments globally.

How Support is Handled	
Hardware Concern?	Software Concern?
	

How Support Works

- Customers receive two separate support contracts:
 - One for Nutanix software, inclusive of AOS, AHV, and other Nutanix software products.
 - HPE ProLiant DX ships with 3-year next business day support for the appliance hardware, firmware, and HPE software.
- Depending on the nature of the issue, the customer contacts either HPE or Nutanix to receive hardware or software respectively.
- Nutanix Support will drive all Nutanix software-related issues to resolution, while HPE is responsible for resolving all hardware-related issues.
- If, at any time during the support discussions with the customer, the issue turns out to be related to the other vendor's technologies (HPE hardware/ Nutanix software), HPE and Nutanix will collaborate when necessary to resolve the customer's issue.

How Nutanix Analytics & Automatic Support Monitoring Works On HPE® ProLiant® DX

- Software alerts provide system event notifications to Nutanix Support. When Nutanix Support receives certain software alerts, Nutanix Support will notify the customer of the potential issue. Software alerts will be resolved by Nutanix Support. A subset of such alerts initiate a support case automatically to enable efficient, proactive resolutions.
- Nutanix Pulse automatically provides diagnostic system data to Nutanix support teams in order to deliver proactive, context-aware support. Examples include node degraded, disk space usage, and unusually high utilization of cluster resources that could lead to potential problems.
- Nutanix Prism provides a 'single pane of glass' for administering the virtualized Nutanix Enterprise Cloud solution environment, across single and multiple clusters. Both Alert and Pulse capabilities are enabled via Prism.

Supported Configurations

- 1 & 2 Rack Unit (RU) Form Factors
- 1, 2 & 4 Node Appliances
- Choice of Intel® Cascade Lake Processors
- Hybrid, All-Flash & NVMe Storage
- Small & Large Form Factor Disks (SFF & LFF)

Hardware Compatibility List (HCL)

HPE® ProLiant® DX appliance configurations are qualified jointly by Nutanix and HPE®, and all available platform configurations are listed by Nutanix on its platforms spec sheet found [here](#).

NUTANIX

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