

# Nutanix Designated Support Engineer Service

Maximize the value of your investment with Nutanix Support

Nutanix Designated Support Engineer (DSE) service is a value-added support offering that provides personalized support when you need direct and priority access to a senior technical expert knowledgeable of your unique IT environment. The DSE is backed by an award-winning support organization that has received a Net Promoter Score (NPS) exceeding 90 over the past six years. The DSE is one of the most valuable assets to add to your support solution helping your organization:

- Minimize the impact of critical issues when running mission critical workloads on Nutanix technologies
- Improve system availability by providing guidance from lessons learned and proactively recommending software updates and upgrades
- Reduce time to resolution by integrating, in a personalized way, with your operations team

Your DSE is a named member of our award-winning Nutanix Support organization assigned to focus on your Nutanix solution. Your DSE brings in-depth product knowledge and acts as an extension of your operations team while supporting the entire Nutanix stack - all Nutanix features and functionality, Hypervisor(s), Compute, Storage and Networking.

If the DSE is unable to resolve the issue, he or she will find the resources to expedite the resolution. Your DSE is backed by a very senior team, which handles your issues when the DSE is unavailable.

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## BENEFITS

- **Direct access to a technical expert who knows your IT environment:** Single point of contact that provides a personalized support experience during local business hours
- **Proactive Support & Recommendations<sup>1</sup>:** Co-ordinates & Collaborates with your teams for assistance with systems support, training and to share health check best practices.

<sup>1</sup> Delivered either remotely or in-person based on mutual agreement with the customer

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## FEATURES

- Experienced, focused Technical Support
- Direct case assignment to a senior team member
- Rapid support escalation for complex issues when needed
- Proactive assistance with software updates and upgrades
- Proactive guidance: Advises your staff on cluster configurations and best practices
- Proactive/Reactive remote and onsite support included
- Knowledge-sharing: Engages with your operations teams to reduce time to resolution
- Reporting and Support Business Reviews: Regular issue and trend information combined with a quarterly Support Business review that includes upcoming releases

- **Maximize uptime and improve ROI:** Reduces resolution time by providing a direct path to escalation when required
- **Tightly coordinates cross-vendor issues:** Provides a consistent interface with other software/hardware vendors on cross-vendor issues and drives them to resolution
- **Knowledge transfer and guidance:** Imparts best practices in managing the Nutanix solution to decrease the probability of future outages

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## SCOPE

The Nutanix DSE service engagement is offered as a 12-month engagement for customers with valid Production or Mission-Critical support contracts. The DSEs operate during regular local business hours; supported by 24x7 escalation management and notifications.

Your DSE is in one of the Nutanix Global Support Centers of Excellence – San Jose, California & Durham, North Carolina (USA), Mexico City, Amsterdam, Tokyo, Sydney, Beijing, Bangalore and Pune.

Your local Nutanix Sales Representative will establish the correct DSE service according to the size and complexity of your environment and provide additional information or pricing details as requested.

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## TERMS AND CONDITIONS

This datasheet is for informational purposes only. Nutanix makes no warranties, expressed or implied. Nutanix Support and service engagements are governed by the Nutanix General Agreement.

The Designated Support Engineer (DSE) is available between 9 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your DSE service.

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## FOR MORE INFORMATION

For more information, please contact your Nutanix representative or visit [Nutanix.com/support](https://www.nutanix.com/support)



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