Advanced API/SDK Add-on Support Program

Advanced API/SDK Support empowers customers to harness the full potential of Nutanix's comprehensive developer tools, including APIs, Powershell, Cmdlets, Terraform, and Ansible, as well as the new multi-language SDKs available with v4. This program addresses the growing need for specialized support for custom integrations and development, going beyond the basic onboarding and documentation offered by Community Support.

Customers will have a path to obtain assistance to enable automation in their existing hybrid cloud deployments and create new solutions within NCP

Support Services	Scope
Access to technical advisors with developer tool knowledge	✓
Access to advanced documentation	✓
Developer enablement and onboarding	✓
Migration guidance	✓
Use case and Design guidance	✓
Error message and troubleshooting analysis	✓
Best practices to help develop, deploy and integrate	✓

API/SDK support is sold as an add-on support program on Nutanix all Software products

Feature	API/SDK Support
Access and entitlement	Entitles one named user to create Support requests with Nutanix on API/SDK issues related to all licensed Nutanix software products
Length of Program	1 year
Create a Support request	Web only via Support Portal
Program Coverage	Monday - Friday
Response time SLA	48 hours
Use Case	Assistance with a script or code snippet from a working API end point
Exclusions	Support on 3rd party products used in the environment