

Technical Account Management Services

Inside Technical Account Manager (iTAM)

The Nutanix Inside Technical Account Manager (iTAM) service offers mid-sized and growing Nutanix customers a cost-effective solution to preemptively address risk and continually improve business outcomes. Proactively managing potential issues and challenges is an essential element of any successful IT operation. A Nutanix iTAM is a technical advisor who collaboratively brings in-depth product knowledge and proven skills with a proactive approach to help you streamline and optimize your Nutanix enterprise cloud deployments. Backed by Nutanix's world-class Professional Services and Support organizations, a Nutanix iTAM keeps your Nutanix environment well managed, healthy, and high performing.

Service Advantages

The Nutanix iTAM service approach is simple - provide Nutanix customers with best-in-class service. iTAM offerings focus on deliverables and outcomes versus a time-bounded model. The iTAM service provides:

- **Trusted advisor:** A Nutanix product expert who accelerates business value by providing quick answers and access to authoritative Nutanix resources, continuously helping your organization realize sustained Nutanix platform advantages.
- **Improved application availability and operations:** Our experienced iTAMs work with you to proactively manage common and unique risks, improving uptime, TCO and maximizing your return.
- **Your personal advocate and champion:** The iTAM coordinates and resolves issues among support and escalation engineering experts through concise and timely communications, reporting, and quarterly business reviews.
- **Education to build skills:** Enrich your staff's knowledge of Nutanix technology application and best practices by engaging with product, solutions, and other experts.

Service Scope

The Nutanix iTAM service is offered as a 12-month engagement and is available for growing customers with valid production and mission critical support contracts. Nutanix iTAMs operate remotely, in-region during regular local business hours, supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative.

Key Benefits

- Minimize service disruption and reduce risk by promptly managing critical issues and escalations to resolution.
- Eliminate exposure by proactively advising customers regarding best practices and known risks.
- Provide insight into the health of your environment with regular reviews and detailed reporting.
- Be better prepared to take on new projects with joint planning and training, including best practices and known risks.

Details

Customer Advocacy

- Primary and proactive focal point into Nutanix to address business, technical and support matters
- Coordinate product experts, engineering, support, and services meetings
- Coordinate with customers on critical business and technical matters
- Prioritize customer-requested new features
- Coordinate multiple vendor products and escalations when they occur

Operational Risk Management

- Perform comprehensive health checks and present recommendations to address findings
- Drive and coordinate issue management, escalation, and resolution
- Improve capacity utilization: Analyze, optimize, and recommend solutions
- Optimize service management and license usage optimization
- Review all software and firmware and provide recommendations for standardization

Analytics & Reporting

- Customized service analytics and reporting: Uptime, software and hardware reliability, utilization
- Capacity and utilization analysis
- Performance and health audits as well as reporting
- Event analysis and reports on critical cases

Business & Support Planning

- Develop plan and recommend strategy for scaling and maximizing ROI
- Define customer success metrics for the business
- Plan and prepare for significant customer events or major project launches
- Review software and hardware lifecycle

Education & Best Practices

- Customer learning assessment
- Facilitate product and technology enablement e.g., Lunch & Learns
- Share best practices and white papers specific to customer environment
- Facilitate product roadmap presentations with Nutanix experts

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/professional-services/terms-and-conditions> Learn more at www.nutanix.com/services

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