Personalized Support Experience •
Proactive Issue Resolution •
Intelligent Monitoring •
Purpose Driven Data Collection •
Secure Data Transmission •

Nutanix Support Services – Pulse and Alerts

MAKING IT SUPPORT PROACTIVE

Most enterprise IT solutions force a reactive approach to system maintenance and issue resolution. For example, when a technical issue does arise, vendor support teams typically capture detailed system data from the customer and recreate the issue in a separate environment. Only then can actual debugging begin. This approach consumes unnecessary time and resources, and ultimately delays resolution.

Nutanix simplifies and streamlines this process through two important support services: Pulse and Alerts. When enabled, Pulse captures purpose driven diagnostic data on a regular schedule. Alerts are event driven and help inproactive support. They are enabled by default but can be disabled by the customer.

ENABLING PROACTIVE SUPPORT WITH PULSE AND ALERTS

Pulse provides diagnostic system data to Nutanix in order to deliver proactive, context-aware support for Nutanix solutions. This data is anonymized and securely transmitted from a Nutanix cluster, with no impact to system performance. Nutanix Support teams monitor and analyze this data to proactively identify issues – even before they surface and risk infrastructure health. This enables proactive and timely resolution of issues.

Reduce resolution time by up to 40% with Nutanix Pulse and Alerts

Benefits include:

- With more frequent access to enhanced diagnostic system data Nutanix support can rapidly resolve technical issues when called upon
- Nutanix support can initiate log collection to capture the events at the time the issue occurred without waiting for direct cluster access
- When new issues are discovered, these are highlighted against the cluster within Nutanix Support Portal with suggestions on how to resolve
- With hardware configuration data Nutanix support can identify and dispatch the right part in less time

Critical Alerts automatically create a case, and Nutanix reaches out to you proactively.

Alerts are event driven and send basic information such as a copy of the alerting event along with some variables to identify the event, and description of the problem (for example, Power Supply down or unexpected software event) to Nutanix. This enables the Nutanix Support Engineer to proactively troubleshoot and diagnose the cause of the alert. Certain critical alerts will also create a support case, after which a Nutanix Support Engineer will contact the break/fix contact associated with the customer cluster to proactively troubleshoot and diagnose the cause of the alert.

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PERSONALIZING SUPPORT EXPERIENCE

In traditional IT systems, software advisories are issued to all customers, for all deployments – regardless of whether the software update is applicable to the system. A one-size-fits-all approach to software maintenance wastes valuable IT time and resources. With Pulse, Nutanix Support teams gather basic system details to determine whether a software advisory is applicable to each customer's system. Nutanix customers are advised to take action (e.g. update software) only if a particular software release applies to them. The benefit is more efficient IT system maintenance, and the assurance that Nutanix clusters are always in an optimal state.

SHARING ONLY THE NECESSARY INFORMATION

Nutanix Pulse shares only the basic, system-level information for the purpose of intelligently monitoring the health and status of a Nutanix cluster, and troubleshooting proactively.
This includes an array of system alerts, current Nutanix software version, hardware information, Nutanix processes and controller VM (CVM) information, and hypervisor details (e.g. type and version level). Nutanix Pulse does not gather, nor communicate, information covering guest VM specific data, user data, metadata or administrator credentials.

Nutanix Alerts share basic information about the alerting event along with cluster ID, AOS Version, and Controller VM IP address.

KEEPING DATA TRANSFER SECURE

Nutanix has engineered the support services Pulse and Alerts, and back-end infrastructure to maintain the highest level of infrastructure security.

- No Personally Identifiable Information (PII) or administrator credential information is used or gathered.
- All data is securely transferred to Nutanix support via an encrypted REST channel.
- Collected data is maintained in a secure, privileged environment within Nutanix, and is only accessible by authorized Nutanix support and engineering personnel. No customer specific data is ever shared with a third party.

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