

Nutanix U.S. Federal Support Service

Delivering Best-in-Class Support Services

Toll Free: (866) 336-7307

With today's IT landscape being more complex than ever before, government IT leaders depend upon the Nutanix U.S. Federal Support Service to address issues and navigate new challenges in their environment. Nutanix is committed to our customers' success, and that is proven by our robust support service specifically designed to meet the needs of U.S. government customers.

The Nutanix Difference

Our dedicated Federal Support Team is composed of experienced Systems Reliability Engineers (SREs) who answer the first call and see most issues through to completion without handoff. Our SREs are vetted to provide Level 3 support, and receive on-going technical and professional training as well as training in customer experience. In addition, Nutanix validates technical certifications to ensure the SRE contacted will provide full-stack support for customer applications.

Support for technical and administrative issues is provided by U.S. citizen engineers located in two U.S.-based support centers: Durham, N.C. and San Jose, California. SREs provide 24 x 7 x 365 coverage for every level of issue severity and all case routing remains in these centers.

Nutanix holds multi-vendor support agreements to ensure support for the entire solution, not just the Nutanix product. Nutanix is a Premium member of an umbrella organization of a multi-vendor support community called TSANet. In case of an issue lying in the gray area between Nutanix and another vendor, Nutanix can leverage TSANet to bring the vendors together for complex troubleshooting. For customers that may be running on an unsupported configuration or if the other vendor is not part of TSANet, Nutanix may ask the customer to open a case with the other vendor directly.

Qualifications

To engage this service, U.S. Federal Support Service must be attached to every device within that government agency. If a hardware failure occurs that requires an RMA, federal government customers, as a standard practice, keep their HDD or SSD drives in-house to protect their data in compliance with data security regulations.

- Nutanix requires federal customers to purchase a Non-Returnable Disk Drive (NRDK) option, which eliminates the need to return defective disk drives.
- For extra security, there is an additional option where federal government customers can purchase non-returnable nodes, which eliminates the need for clients to return full nodes.

US Federal Support Services

Features	U.S. Federal Production Support	U.S. Federal Mission-Critical Support
U.S. Citizen Support Coverage in U.S. Support Centers	24 x 7 x 365	24 x 7 x 365
Target Response Times		
Priority 1	1 hour	30 minutes
Priority 2	4 hours	2 hours
Priority 3	8 hours	4 hours
Software Support		
Major and Minor Maintenance, Patch Releases, and Upgrades	Included	Included
Pulse™ Advanced Performance Analytics	Included	Included
Automatic Support Monitoring		
Automated Alerts Send From System	Included	Included
Hardware Replacement		
Duration of Onsite Parts Replacement After Diagnosis	Next Business Day After Failure Confirmation (1)	4-hour Part Replacement (2)
Maximum Number of Support Administrators Per Contract	6	Unlimited
Direct Routing to Senior-Level Engineers	No	Yes
Root Cause Analysis	No	Yes (3)
<p>Terms and Conditions This data sheet is for informational purposes only. Nutanix makes no warranties, expressed or implied. Nutanix support and service engagements are governed by the Nutanix General Agreement. A full description of NDB by region can be found here. 4-hour replacement guarantee is not available in all locations. In the event there is an incident that affects system availability, and upon customer request, Nutanix will provide root cause analysis for Priority 1 support requests.</p>		

Award-Winning Support

Nutanix has received multiple awards recognizing our exemplary service to our customers. Our Net Promoter Score (NPS) has exceeded +90% for each of the past eight years. [Other awards: www.nutanix.com/blog/northface-scoreboard-service-awards](https://www.nutanix.com/blog/northface-scoreboard-service-awards)

Nutanix is here for you. [Learn more: www.nutanix.com/support-services/product-support](https://www.nutanix.com/support-services/product-support)

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