Experience the Difference of Nutanix Support

Support Services for Nutanix on Cisco UCS® Servers

Nutanix is committed to delivering the highest level of support to customers running Nutanix Enterprise Cloud OS software on validated Cisco UCS® platforms.

NO-WORRY SUPPORT

Nutanix ensures full supportability on all Nutanix validated hardware platforms[1]

Nutanix has been awarded the prestigious Omega NorthFace Scoreboard Award for four consecutive years.

Omega bases the results on customer satisfaction and overall NPS scores that Nutanix receives from customers and partners.

Nutanix's Net Promoter Score (NPS) of 90+ for four years running demonstrates the consistent level of commitment to our customers, even as we continuously expand our reach across multiple platforms and environments globally
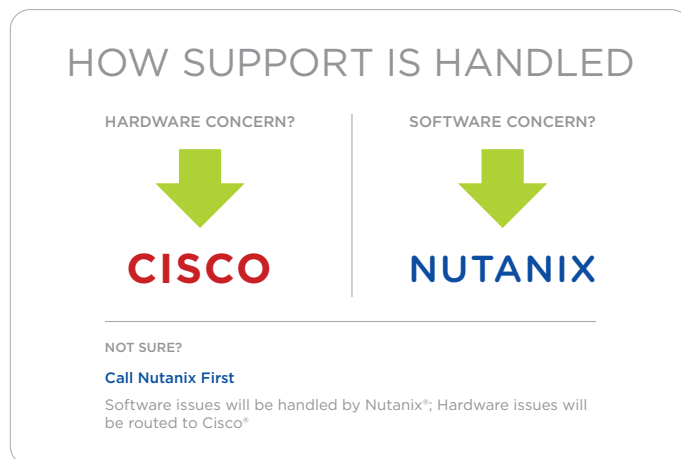
[1] Configurations need to comply with the Nutanix™ Hardware Compatibility List (HCL).

[2] TSANet® is a registered mark of the Technical Support Alliance Network. TSANet is a not-for-profit corporation involved in the promotion of public awareness among the computer manufacturing industry of the need for establishing guidelines to resolve customer disputes.

Nutanix has steadily expanded its portfolio of hardware platforms that are validated to host the Nutanix Enterprise Cloud OS Software. Following initial appliance offerings, Nutanix added support for other third-party servers, IBM®, Dell EMC® and Lenovo™ appliances through collaborative OEM relationships.

Responding to market and customer demand, Nutanix added Cisco UCS® servers to its portfolio of qualified third-party servers. Nutanix Enterprise Cloud OS software is certified to be deployed and fully supported on both the Cisco UCS® C-series Rackmount servers and B-series Blade servers.

HOW SUPPORT WORKS

HOW SUPPORT IS HANDLED

HARDWARE CONCERN?

CISCO

SOFTWARE CONCERN?

NUTANIX

NOT SURE?

Call Nutanix First

Software issues will be handled by Nutanix®; Hardware issues will be routed to Cisco®

1. The customer procures separate supports contracts. One with Nutanix and the other with the hardware platform provider.

2. Depending on the nature of the issue (hardware or software), the customer may receive support from either Cisco or Nutanix.

3. Nutanix Support will drive all Nutanix software-related issues to resolution, while the hardware platform provider is responsible for resolving all hardware-related issues.

4. If during discussion with the customer it is determined that the problem lies with the hardware, Nutanix Support will initiate a support case with the hardware platform provider via TSANet[2].

NUTANIX
Your Enterprise Cloud Platform

HOW NUTANIX ANALYTICS & AUTOMATIC SUPPORT MONITORING WORKS ON CISCO UCS®

1. Hardware and software alerts provide system event notifications to Nutanix Support. When Nutanix receives any hardware alerts, Nutanix Support will notify the customer of the potential issue. Customers have the option of contacting their hardware vendor to confirm and address the issue proactively. Software alerts will be resolved by Nutanix Support. A subset of such alerts initiates cases automatically to enable efficient, proactive resolutions.

2. Pulse automatically provides diagnostic system data to Nutanix support teams in order to deliver proactive, context-aware support. Examples include failed disks, faulty network interface cards (NICs) and unusually high utilization of cluster resources that could lead to potential problems.

3. Nutanix Prism provides a "single pane of glass" for administering the virtualized Nutanix Enterprise Cloud solution environment, across single and multiple clusters. Both Alert and Pulse capabilities are enabled via Prism.

HARDWARE COMPATIBILITY LIST (HCL)

Cisco® platforms qualified by Nutanix are listed in the Cisco UCS® Hardware Compatibility List (HCL). The HCL is maintained by Nutanix, and is continually updated with details on the supported configurations, including firmware versions.

TECHNICAL SUPPORT ALLIANCE NETWORK

- TSANet (www.TSANet.org) is a global collaborative alliance consisting of hundreds of companies working together to support mutual customers more effectively.

- TSANet provides the infrastructure and framework for member companies to collaborate to resolve mutual customer issues that require multi-vendor support.

- Both Cisco® and Nutanix are members of TSANet, the world's largest multi-vendor support community. TSANet is home to hundreds of members including Cisco®, HPE®, Dell EMC®, Intel® and VMware®.

Cisco® and Cisco UCS® are the registered trademarks of Cisco Technology, Inc. Nutanix is not associated with, sponsored or endorsed by Cisco.

SUPPORTED PLATFORMS

- Cisco UCS® Rackmount Server C220-M5SX SFF Nodes

- Cisco UCS® Rackmount Server C240-M5L SFF/LFF Nodes

- Cisco UCS® Rackmount Server C240-M5SX SFF Nodes

- Cisco UCS® Rackmount Server C220-M4S SFF Nodes

- Cisco UCS® Rackmount Server C240-M4L LFF Nodes

- Cisco UCS® Rackmount Server C240-M4SX SFF Nodes

- Cisco UCS® Blade Chassis 5108 Enclosure

- Cisco UCS® Blade Server B200-M4 SFF Nodes

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform leverages web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution with rich machine intelligence. The result is predictable performance, cloud-like infrastructure consumption, robust security, and seamless application mobility for a broad range of enterprise applications. Learn more at www.nutanix.com or follow us on Twitter @nutanix.

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