

Support Services
specifically designed for U.S.
Federal agencies, their Service
Providers, Systems Integrators,
and Federal Contractors to
meet the unique requirements
of the U.S. Government

Nutanix U.S. Federal Support Service

U.S. Government agencies need to simultaneously execute on mandates and mission. Agencies are modernizing and increasingly virtualizing through cloud-based and web-scale solutions to achieve both objectives. These next-generation solutions are also key to government transformation; improvements in consistency and success with which cloud-based solutions are deployed are tightly coupled with the technology provider's support approach.

Alignment with FedRAMP initiatives and practices to ensure that new technologies are efficiently adopted and operationally supported is why Nutanix offers a customized support offering. Nutanix U.S. Federal Support is specifically designed to provide trusted support tailored to meet the needs of U.S. Government customers – civilian organizations, agencies and the military.

Direct access to technical support provided by U.S. citizen engineers located at U.S.-based support centers provide all aspects of support, for both technical and also administrative cases:

- › Single, exclusive, toll-free number for support
- › Call and case routing to U.S. Citizen on U.S. Soil only
- › Two geographically dispersed Support and operation centers in Durham, NC and San Jose, CA.
- › 24x7x365 coverage for all severity issues
- › Technology certifications to ensure the engineer contacted can provide full-stack support for customer applications
- › Multivendor support agreements to ensure support for the entire solution, not just the Nutanix product

SCOPE

- › Available only to U.S. Federal Government agencies
- › Requires U.S. Federal Support Service to be attached to every device within that government agency
- › In the event of a hardware failure that requires an RMA, retention of the HDD/SSD requires the purchase of the optional Nutanix NRDK service.

¹Winner of the Omega Northface
Scoreboard AwardSM in 2013, 2014, 2015

Features	U.S. Federal Production Support	U.S. Federal Mission Critical Support
U.S. Citizen Support Coverage, U.S. Support Centers	24x7	
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, & upgrades	Included	Included
Automatic Support Monitoring Automated alerts sent from system	Included	Included
Hardware Replacement Duration of on-site parts replacement after diagnosed	Next business day (NBD) after failure confirmation	4-hour part replacement ²
Maximum number of support admins per contract	6	Unlimited
Direct routing to senior level Engineers		Yes
Root Cause Analysis		Yes ³

TERMS AND CONDITIONS

This datasheet is for informational purposes only. Nutanix makes no warranties, expressed or implied. Nutanix support and service engagements are governed by the Nutanix General Agreement, <http://www.nutanix.com/support-terms/>.

¹ Full description of NBD by region can be found at <http://nutanix.com/support/support-faqs>

² 4-hour replacement guarantee not available in all locations

³ 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



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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](https://twitter.com/nutanix).

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