

A decorative blue diagonal banner runs from the top right corner towards the center. It features a white cloud icon and a blue sphere icon. 

# **NUTANIX CUSTOMER XPERIENCE (NCX)**

## **WHAT IS NUTANIX CUSTOMER XPERIENCE (NCX)?**

Nutanix Customer Xperience (NCX) evolves our highly acclaimed Nutanix Support offering by introducing two new tiers of enhanced support as a subscription service: NCX Advanced and NCX Premier. In addition to Support and Insights, the 2 new tiers include Adoption Services, Training, Operations Management and Proactive Guidance.

NCX helps you realize value from your Nutanix technology investment faster by providing flexibility to consume services at various stages of your IT lifecycle. Flexible consumption through an automated online NCX portal provides you with the speed and choice of service delivery while bringing together multiple service capabilities at an attractive price point.

## **PRODUCT & SERVICE SCOPE**

NCX consists of 24/7 support and services along with software product licensing sold as a single subscription. The NCX Advanced and NCX Premier subscriptions include Adoption Services, Training, Operations Management, Proactive Guidance, Insights and Support. The software products with NCX subscription offers are NCI, NCI-D, NCM and AOS-CBL. It is possible to upgrade AOS-CBL Production and MCW support contracts to AOS-CBL NCX Advanced or NCX Premier support contracts at any time in the term of the contract. The minimum number of NCI/AOS/NCM cores required for NCX subscription are 400 cores for Advanced and 800 cores for Premier. Below you will find details of the entitlements included in NCX.

### **Adoption Services & Training**

Adoption Services help you see value from your Nutanix technology investment through tools and best practices needed to align technology with business requirements and achieve transformation success.

Training offers a fresh, engaging, and interactive way of teaching you the fundamentals you need to succeed. You have the freedom to learn at your own pace at every stage of your Enterprise Cloud journey.

Adoption Services and Training are consumed by redeeming NCX Credits. The credits are:

- Provided with purchase of an NCX subscription
- Provided for every core based on the Nutanix software product, license level and NCX subscription tier purchased.

- Allocated annually on the anniversary date of the contract for the duration of an NCX subscription contract and prorated if applicable for less than a year subscription term. NCX Credits expire annually at the anniversary date of the contract, unless redeemed for consumption of Adoption Services and Training offerings from the NCX Catalog.

## NCX CREDITS TABLE

PRODUCT	LICENSE LEVEL	NCX CREDITS FOR ADVANCED PER CORE	NCX CREDITS FOR PREMIER PER CORE
NCI	PRO	1	1.5
NCI-D	PRO	0.8	1.2
NCM	PRO	0.3	0.5
NCI	ULT	1.3	2.0
NCI-D	ULT	1	1.5
NCM	ULT	0.5	0.8
NCI	STR	0.8	1.2
NCI-D	STR	0.6	0.9
NCM	STR	0.2	0.3
AOS-CBL	STR	1	1.5
AOS-CBL	PRO	1	1.5
AOS-CBL	ULT	1	1.5

### Add-on-SKUs

NCI	ADR	0.1	0.2
NCI	NKS	0.1	0.2
NCI	SEC	0.2	0.3
NCI-D	ADR	0.1	0.2
NCI-D	SEC	0.1	0.2

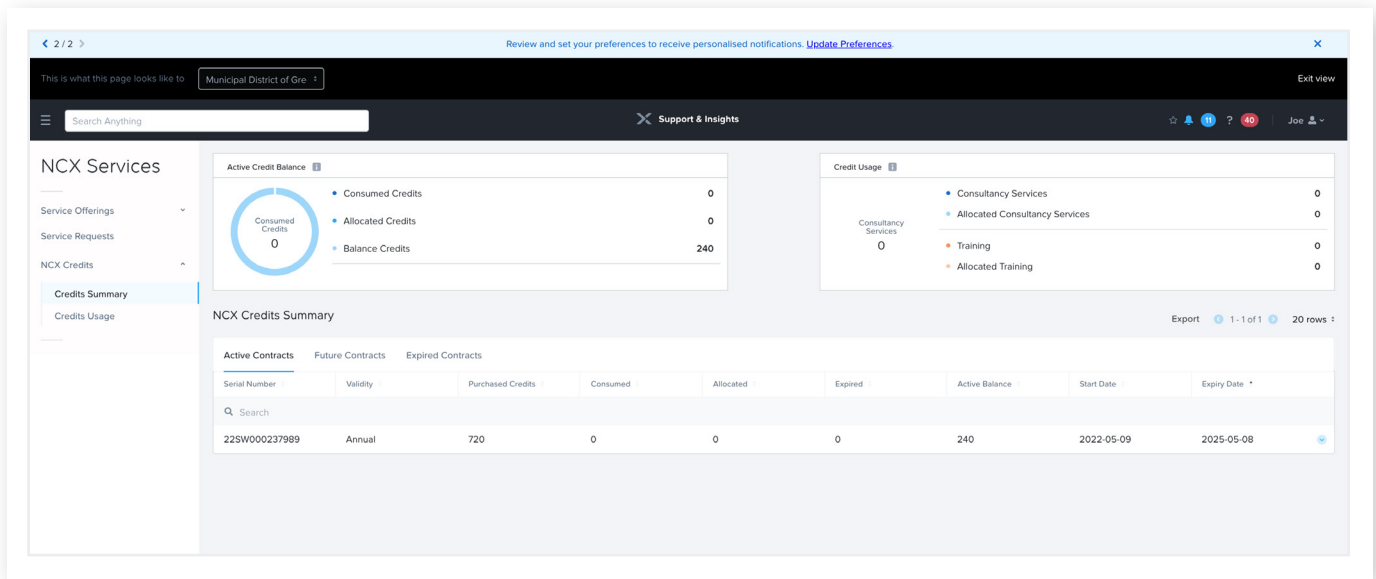


Figure 1: NCX Portal – Credits Summary provides at-a-glance views of your NCX credit balance and usage.

## AVAILABLE NCX ADOPTION SERVICES

SERVICE OFFERING	SERVICE DESCRIPTION	NCX CREDIT REQUIRED
Admin Assistance	One day with a Nutanix Consultant to assist with administrative tasks	140
Ask the Expert	One day with a Nutanix Architect for Q&A, whiteboarding, scaling and optimization advice	200
Automation Development Sprint Service	Automation Development Sprint Service Starter Edition	2300
FastTrack for Nutanix Self-Service	FastTrack for Nutanix Self-Service. Includes Self-Service deployment, publication of one (1) blueprint and demonstration of deployment of up to five (5) VMs.	664
FastTrack for Intelligent Operations	FastTrack for Intelligent Operations. Includes configuration of custom reports, dashboards, runway, and VM right-sizing via X-Play.	210
Database Design Workshop	Database Design Workshop. Includes assessment of customer databases and infrastructure that the databases are running on and provides best suited design for databases running on Nutanix platform.	764
Database Migration Planning Workshop	Database Migration Planning Workshop. Includes assessment of customer database, dependencies, availability requirements and provides a migration plan.	764
FastTrack for NDB	FastTrack for NDB. Includes NDB deployment, database provisioning demonstration, role-based access control (RBAC) configuration, and DB cloning demonstration.	732
HCI Cluster Deployment or Expansion	HCI Cluster Deployment or Expansion. Based on number of nodes to deploy at a single site. Includes choice of one: Files, Objects, or Volumes.	730
HCI Virtual Machine Migration	Virtual to Virtual Migration of 3-tier VMs to Nutanix at a single site. 5-VM/2.5TB Pack.	282
HCI Disaster Recovery Design Workshop	HCI Disaster Recovery Design Workshop	691

## AVAILABLE NCX ADOPTION SERVICES

SERVICE OFFERING	SERVICE DESCRIPTION	NCX CREDIT REQUIRED
NC2 on AWS Design Workshop	Nutanix Cloud Clusters on AWS Design Workshop	355
NC2 on Azure Design Workshop	Nutanix Cloud Clusters on Azure Design Workshop	355
FastTrack for HCI Flow Network Security	FastTrack for HCI Flow Network Security Microsegmentation	328
KickStart: Migration Strategy	KickStart: Migration Strategy	160
EUC Template Image Creation	EUC Template Image Creation. Per Template Image/Use Case.	273
EUC Design Workshop	EUC Design Workshop Starter Edition.	1160
Nutanix Self-Service Design Workshop	Nutanix Self-Service Design Workshop Starter Edition	741
Intelligent Operations Deployment	Intelligent Operations Design Workshop	691
NDB-Enabled DB Backup Architecture and Copy Data Mgmt	NDB-Enabled Database Backup Architecture and Copy Data Management. Includes gathering database backup and database refresh requirements and configuration of database backups and refresh.	373
NDB-Enabled Database Patching	NDB-Enabled Database Patching	373
FastTrack for Nutanix Kubernetes Engine	FastTrack for Nutanix Kubernetes Engine. Includes Nutanix Kubernetes management enablement and demonstration.	610
NC2 on AWS Deployment	Nutanix Cloud Clusters on AWS Deployment	414
NC2 on Azure Deployment	Nutanix Cloud Clusters on Azure Deployment	673
HCI Cluster Deployment or Expansion	HCI Cluster Deployment or Expansion. Based on number of nodes to deploy at a single site. Includes choice of one: Files, Objects, or Volumes.	630
HCI Cluster Deployment or Expansion	HCI Cluster Deployment or Expansion. Based on number of nodes to deploy at a single site.	566
HCI Cluster Deployment or Expansion	HCI Cluster Deployment or Expansion. Based on number of nodes to deploy at a single site.	666
Data Protection Deployment	Data Protection Deployment for Mine backup with Commvault, HYCU, or Veeam integration.	682
HCI Disaster Recovery Deployment	Nutanix HCI Disaster Recovery Deployment with Leap replication for 10-protection domains.	423
HCI Flow Network Security Microsegmentation Deployment	HCI Flow Network Security Microsegmentation Deployment. 10 Policy Pack.	282
Files Migration	Migration of Legacy file services to Nutanix Files. 5TB & 100TB Packs.	740
HCI Design Workshop	HCI Design Workshop Pro Edition	2319
HCI Design Workshop	HCI Design Workshop Starter Edition	1160
HCI Flow Network Security Microsegmentation Design Workshop	HCI Flow Network Security Microsegmentation Design Workshop	669

## AVAILABLE NCX ADOPTION SERVICES

SERVICE OFFERING	SERVICE DESCRIPTION	NCX CREDIT REQUIRED
HCI Virtual Machine Migration Workshop	HCI Virtual Machine Migration Workshop	919
FastTrack for Files	FastTrack for Files. Includes Files deployment configuration of SMB or NFS and knowledge transfer.	323
FastTrack for HCI Flow Virtual Networking	FastTrack for HCI Flow Virtual Networking VPC Starter Edition	691
FastTrack for Move Application Migration	FastTrack for Move Application Migration	160
KickStart: BC Disaster Recovery Strategy	KickStart: Business Continuity Disaster Recovery Strategy	160
KickStart: Database Transformation Strategy	KickStart: Database Transformation Strategy	160
KickStart: EUC Transformation Strategy	KickStart: End User Computing Transformation Strategy	160
KickStart: Self-Service Automation Strategy	KickStart: Self-Service Automation Strategy	160
EUC Management Deployment	EUC Management Infrastructure Deployment	682
EUC Disaster Recovery & Multi-site Deployment	EUC Disaster Recovery & Multi-site Deployment	800
EUC Design Workshop	EUC Design Workshop Pro Edition	2550
EUC Migration Workshop	EUC Migration Workshop.	928
EUC Discovery and Assessment Workshop	EUC Discovery and Assessment Workshop	1160

## AVAILABLE NCX TRAINING

SERVICE OFFERING	SERVICE DESCRIPTION	NCX CREDIT REQUIRED
NHCF	Focus on virtualization, Cloud and Nutanix concepts, and high- level admin tasks	80
ECA	Focus on basic admin tasks on Nutanix systems, including many lab exercises	175
NCP Exam Prep	Prepare for the NCP-MCI exam (Nutanix Certified Professional - Multicloud Infrastructure) related to the ECA course	40
AAPM	Focus on advanced admin tasks on Nutanix systems, including many lab exercises	200
NDMA	Focus on database management using Nutanix Era	100
NMCAA	Basic deployment and enablement for Nutanix Era	100
NDSA	Focus on Nutanix Storage: Nutanix Files, Nutanix Volume, and Nutanix Objects	100

## Operations Management & Proactive Guidance

Operations Management includes Nutanix Operating System Upgrades, Hypervisor Upgrades, Virtual Machine Migrations, Virtual Storage Management and Environmental Monitoring and Configurations.

Proactive Guidance includes Regular Ops Reviews, Risk Assessments, Health & Capacity Reporting, Upgrade Guidance & Planning, Concierge Service, and Business Review.

The Operations Management and Proactive Guidance services will be delivered remotely and will need remote access to the customer Nutanix infrastructure.

Operations Management and Proactive Guidance services can be requested through the NCX Portal (Figure 2).

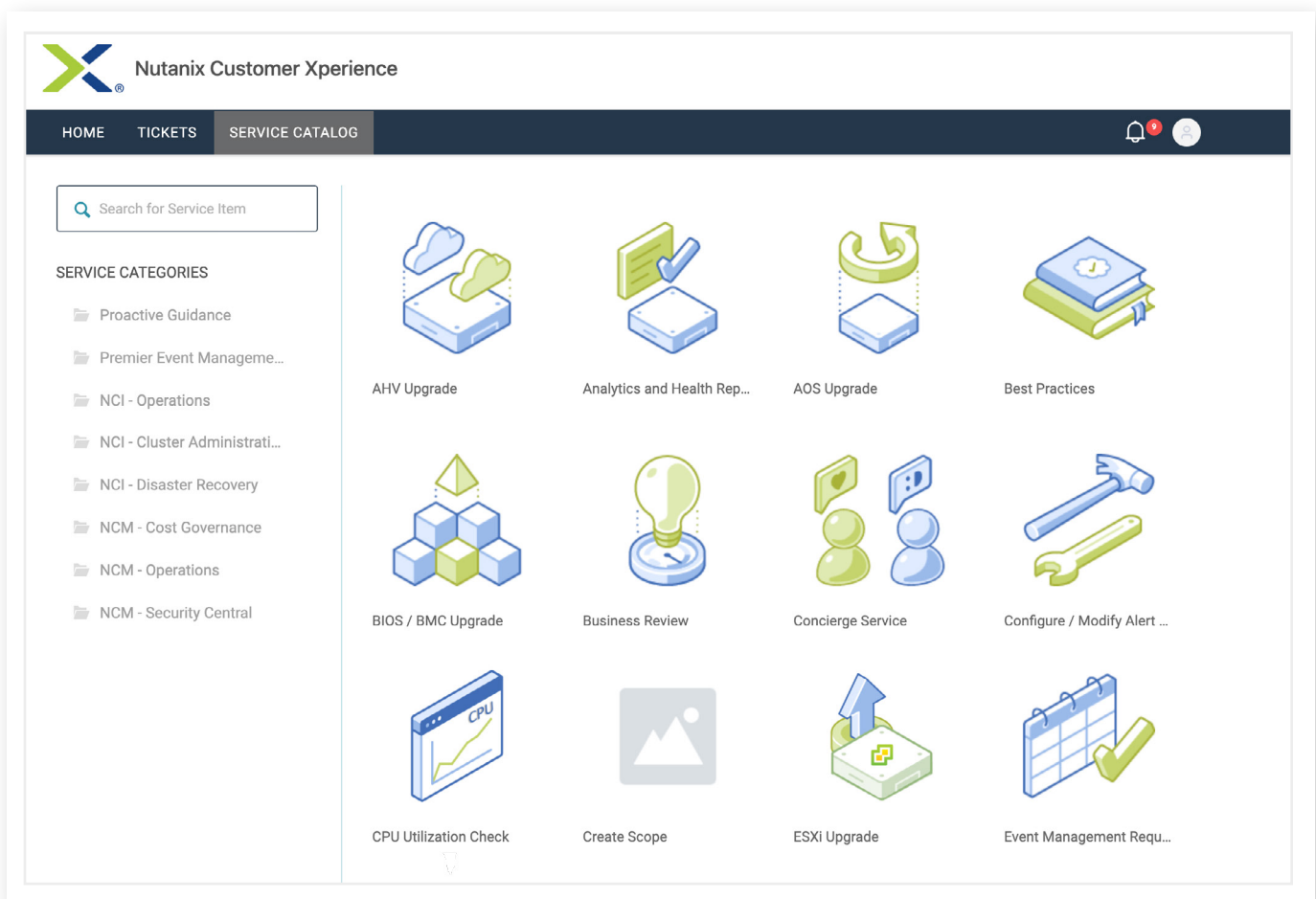


Figure 2: NCX Portal – Service Catalog helps you easily locate available items for your subscription tier.

## AVAILABLE NCX OPERATIONS MANAGEMENT

OFFERING	DESCRIPTION	PRODUCTION	ADVANCED	PREMIER
Self-service Upgrade	Upgrade NCM self-service to a newer version			2 / year
Modify Project config	Make requested changes to project config * includes adding new environment * add/create new users/roles			2 / year
Publish blueprint to marketplace	Publish an existing blueprint to marketplace for specific project			6 / year
Enable/configure Policy engine VM	Enable and configure policy-engine component * includes configure/setup of quotas on existing projects			2 / year
Schedule Job	Setup a single automated schedule for existing runbook or blueprint			6 / year
Version control a blueprint	Use DSL CLI to decompile a blueprint/runbook to code and save to customer git repo.			6 / year
Brownfield import	Import an external VM to a NCM self-service application			6 / year
Backup NCM self-service	Execute NCM self-service backup scripts			1 / year
Restore NCM self-service	Setup a new PC from scratch and restore NCM self-service data			1 / year
Deploying a published App from the marketplace	Deploying a pre-seeded published MPI or deploying a MPI published through a Blueprint (May be considered as a follow-up to publishing BP to Marketplace)			12 / year
Task library usage in Blueprint/Runbooks	Includes using an existing task by browsing and selecting existing task in the BP/RB, creating/publishing a task to the library			Unlimited
Showback configuration and usage	Enable showback, cost configuration and explain show-back widget in project post workload deployments			Unlimited
Create Cost Governance Scopes	* Create scope using tags * Provide user access to scopes			2 / year
Chargeback setup	* Create cost specific tags in cloud environment (E.g. Prism categories for Nutanix) * Provide user access to BU/CC			2 / year
Custom report	Create custom report			2 / year
Optimization policy	Set/change cost policy/policies for unused and underutilized resources to drive granular savings			4 / year
Nutanix TCO configuration	Configure the TCO model to achieve accurate VM costing			3 / year
Cost Analysis	Schedule reports from Analyze section			6 / year
Playbooks	Setup schedule based automations for AWS, Azure * Use predefined actions from the action library			2 / year
Configure budget and alerts	Configure Budget section and setup relevant alerts			2 / year
Currency configuration	Configure required currency			2 / year

## AVAILABLE NCX OPERATIONS MANAGEMENT

OFFERING	DESCRIPTION	PRODUCTION	ADVANCED	PREMIER
AWS Cost configuration	Change config to achieve: 1. include/exclude credits, refunds, EDP discounts in AWS reports 2. Cost logic to amortize cost of RI, Savings Plan, EDP, credits etc			12 / year
X-Play playbook configuration	Configure 1 X-Play playbook (automation policy) using a built-in trigger, each performing up to 10 composite workflow steps.			1 / year
Add user	Add users to Security Central SaaS			Unlimited
Create notification rule for email	Add Integration Rules with to be notified on an email address			Unlimited
Custom compliance benchmark	Create a custom Audit Policy			Unlimited
Inventory reporting	* Showcase how Inventory View helps to centralize inventory reporting across PCs and clouds * Schedule the inventory report to get perpetual updates to keep tab of anomalies			Unlimited
Historical reports	* Schedule a report of choice * Showcase .PDF compliance report availability along with .XLS			Unlimited
Suppression rules	Add a suppression rule based on customer's use case			Unlimited
SLA profiles	Create 2 custom SLA profiles as per customer use case			Unlimited
Modifying & Customizing Alert Settings	Modification of alert settings and triggers for individual clusters or within Prism Central			Unlimited
AOS Upgrade	Upgrade of Acropolis Operating System			2 / year
AHV Upgrade	Upgrade of Acropolis Hypervisor			2 / year
ESXi Upgrade	Upgrade of the Hypervisor			2 / year.
Prism Central Upgrade	Upgrade of the Prism Central Management Platform			2 / year
NCC Upgrade	Upgrade of the Prism Central Management Platform			2 / year
BIOS/BMC Upgrade	Upgrade of node Basic Input Output System (BIOS) and Baseboard Management System (BMS) firmware			2 / year
Flow Network Controller upgrade	Upgrade of the virtual networking controller			2 / year
Maintenance of Microsegmentation configuration	Modifications to existing microsegmentation configurations			Unlimited
Maintenance of DR Configuration	Modifications to existing disaster recovery configurations including site and protection domain configurations.			Unlimited
Protection Domain Configurations	Maintenance of Protection Domain configuration including add/change/remove			Unlimited
Storage Allocation and Management	Virtual storage allocation			Unlimited
Storage Expansion	Addition of Nutanix storage to existing cluster (downgrade of new node excluded)			Unlimited
Virtual Machine Migration	Migration of a virtual machine to the Nutanix environment or within the Nutanix environment			12 / year



## AVAILABLE NCX PROACTIVE GUIDANCE

OFFERING	DESCRIPTION	PRODUCTION	ADVANCED	PREMIER
Operational Review	Regular touchpoint to review support activity, track feature requests & upcoming software releases, assess impact from Field and Security advisories, and help plan & track customer Nutanix-related activities such as upgrades, migrations and DR tests.		Monthly	Bi-Weekly
Upgrade Planning	Review current Nutanix Install Base and software versions (AOS, Prism Central and Firmware), identify risks and recommended target versions, advise on upgrade best practices, help coordinate and plan with other NCX resources (Support, Operations Management, etc.)		Annual	Bi-Annual
Risk Assessment	Proactively identify risk and avoid/minimize future issues by reviewing exposure to outdated software and firmware versions, field advisories, security advisories, software & hardware EoL and EoS events, cluster capacity & utilization		Annual	Quarterly
Cluster Health Analysis	Comprehensive cluster health analysis including prioritized list of top issues and remediation resources & recommendations		Annual	Quarterly
Concierge Service	Advisory service for answering questions regarding Nutanix products, services, resources and best practices (non-support/break-fix)		Unlimited	Unlimited
Business Review	Comprehensive review of customer's Nutanix install base, support activity, utilization trends, SW/HW versions, critical issues, feature requests and prescriptive recommendations. Provides an opportunity to align Nutanix resources and services with customer's business priorities.			Annual

### Support & Insights

Nutanix Support professionals carry industry certifications in virtualization, networking, Unix administration and various enterprise applications. Combined with our award-winning Nutanix Support Portal (Figure 3), we provide a comprehensive set of resources committed to your success.

NCX Insights offers self-service options for Discoveries, Asset Views and Smart Support via the Nutanix Insights Portal.

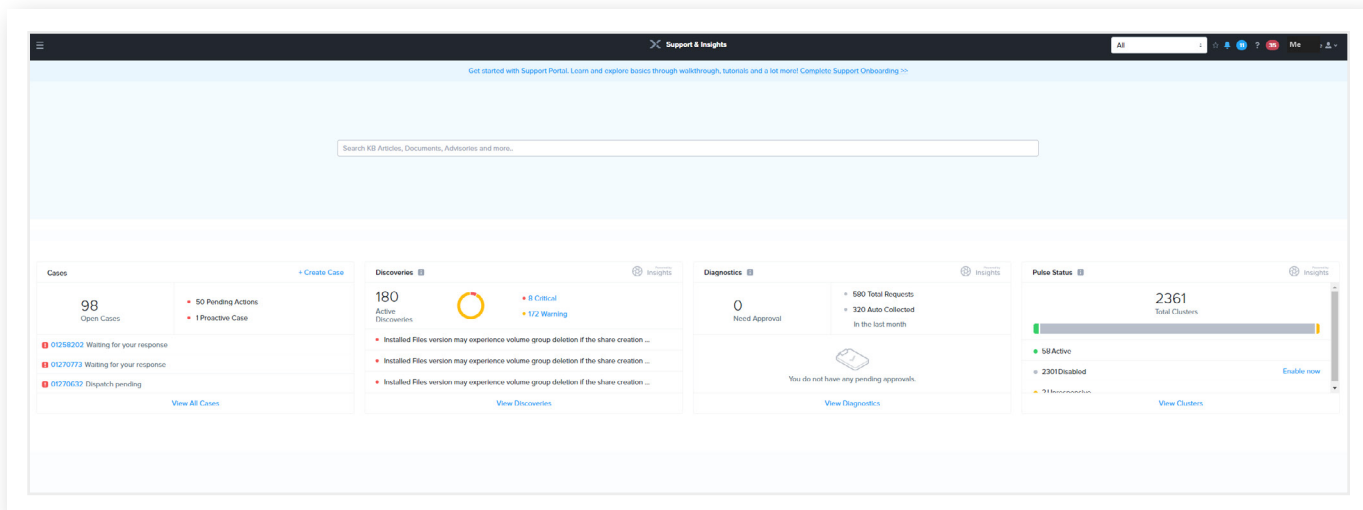


Figure 3: NCX Support Portal – Award winning portal delivers proactive health insights and seamless automated support.

## NCX SUPPORT OPTIONS

DELIVERABLE	DESCRIPTION	PRODUCTION	ADVANCED	PREMIER
		SW Only	SW Only	SW Only
Technical Support		24x7x365	24x7x365	24x7x365

### Target SLA

P1 SLA	System is not available, and productivity has been halted. Product is unusable in its current state	1 hour	1 hour	30 minutes
P2 SLA	System is available but experiencing issues which have a direct impact on productivity. Major inconvenience.	4 hours	4 hours	2 hour
P3 SLA	System is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.	8 hours	8 hours	4 hours
P4 SLA	Questions about documentation, processes, or procedures. General requests about information	2 business days	2 business days	2 business days
Critical Outage Update Cadence		N/A	N/A	1 hour

### Case Management

Open Cases Portal		Included	Included	Included
Open Cases via Phone		Included	Included	Included
Escalate Cases on Portal		Included	Included	Included
Root Cause Analysis (Cluster Outage)*	Provide in-depth technical root cause analysis for critical incidents		Included	Included
Direct Case Routing to Sr. SRE Team	Routing cases to specialists for faster response			Included

### Value Added Services

3 <sup>rd</sup> Party Collaboration with TSA <sup>net</sup>		Included	Included	Included
Resolution Manager (RM)	Expedite the remediation of critical incidents impacting customer business			Included
Support QBR	Annual review of Nutanix environment and delivery of best practices to prevent critical issues			Included
Key Event Management (2 Events per year)*	Assistance during change events, including implementation, migrations, and proof of concepts. Event limited to 12 hours; upgrades excluded			Included up to 2 per year

\* In the event there is an incident that affects system availability, and upon customer request, we will provide root cause analysis for Priority 1 support requests.

## AVAILABLE NCX INSIGHTS

OFFERING	DESCRIPTION	PRODUCTION	ADVANCED	PREMIER
Self-Service Nutanix Insights Portal	Discoveries <ul style="list-style-type: none"> <li>Alerts for infrastructure vulnerabilities</li> <li>Resolution recommendations</li> <li>Asset and impact assessment</li> </ul>	✓	✓	✓
	Asset Views <ul style="list-style-type: none"> <li>Asset overview and reporting</li> <li>Utilization views for CPU, memory and storage</li> <li>Cluster discoveries and diagnostics</li> </ul>	✓	✓	✓
	Smart Support <ul style="list-style-type: none"> <li>Case summaries</li> <li>Diagnostics</li> <li>Dispatches</li> </ul>	✓	✓	✓

## 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/consulting-services/terms-and-conditions>



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