

# Technical Account Management Services

## Inside Technical Account Manager (iTAM)

Keep your Nutanix enterprise cloud well-managed, healthy and performant

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### OVERVIEW

Nutanix Inside Technical Account Manager (iTAM) Service offers mid-sized and growing Nutanix customers a cost-effective solution to preemptively address risk and continually improve business outcomes. Backed by Nutanix's world-class Customer Xperience and Support organizations, an iTAM can help your business:

- Minimize service disruption and reduce risk by promptly managing critical issues and escalations to resolution
- Eliminate exposure by proactively advising customers regarding best practices and known risks
- Provide insight into the health of your environment with regular reviews and detailed reporting
- Be better prepared to take on new projects with joint planning and training.

Proactively managing potential issues and challenges is an essential element of any successful IT operation. A Nutanix iTAM is a technical advisor who collaboratively brings in-depth product knowledge and proven skills with a proactive approach to help you streamline and optimize your Nutanix enterprise cloud deployments. A Nutanix iTAM keeps your Nutanix environment well-managed, healthy and performant.

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### SERVICE SCOPE

The Nutanix iTAM service is offered as a 12-month engagement and is available for growing customers with valid production and mission critical support contracts. Nutanix iTAMs operate remotely, in-region during regular local business hours; supported by 24x7 escalation management and notifications. For pricing, please contact your local Nutanix Sales Representative.

The Nutanix iTAM Service approach is simple - Provide Nutanix customers with best-in-class service. iTAM offerings focus on deliverables and outcomes versus a time-bounded model.

The iTAM Service provides:

- **Trusted advisor:**  
A Nutanix product expert who accelerates business value by providing quick answers and access to authoritative Nutanix resources, continuously helping your organization realize sustained Nutanix platform advantages
- **Improved application availability and operations:**  
Our experienced iTams work with you to proactively manage common and unique risks, improving uptime, TCO and maximizing your return
- **Your personal advocate and champion:**  
The iTAM coordinates and resolves issues across experts in support and escalation engineering with timely, concise communications, reporting and quarterly business reviews
- **Education to build skills:**  
Enrich your staff's knowledge of Nutanix technology application and best practices coupled with engagement with product, solutions and other experts

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## DETAILS

### Customer Advocacy

- Primary and proactive focal point into Nutanix to address business, technical and support matters
- Coordinate product experts, engineering, support and services meetings
- Coordinate with customers on critical business and technical matters
- Prioritize customer-requested new features
- Coordinate multiple vendor products and escalations when they occur

### Operational Risk Management

- Perform comprehensive health checks and present recommendations to address findings
- Drive and coordinate issue management, escalation and resolution
- Improve capacity utilization - analyze, optimize and recommend solutions
- Optimize service management and license usage optimization
- Review all software and firmware and provide recommendations for standardization and savings

### Analytics & Reporting

- Customized service analytics and reporting: uptime, software and hardware reliability, utilization
- Capacity and utilization analysis
- Performance and health audits as well as reporting
- Event analysis and reports on critical cases, including root cause

### Business & Support Planning

- Develop plan and recommend strategy for scaling, maximizing ROI
- Define customer success metrics for the business
- Plan and prepare for significant customer events or major project launches
- Review software and hardware lifecycle

### Education & Best Practices

- Customer learning assessment
- Facilitate product and technology enablement (e.g., Lunch & Learns)
- Share best practices and white papers specific to customer environment
- Facilitate product roadmap presentations with Nutanix experts

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## 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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