Technical Account Management Services

Technical Account Manager (TAM)

> Our TAM has been instrumental in aligning our IT strategy and requirements to the Nutanix product roadmap, shaping our overall virtualization ecosystem.
>
> – Jon Walton,
> Chief Information Officer for the County of San Mateo

OVERVIEW

Nutanix Technical Account Manager (TAM) Service helps customers preemptively address risk and continually improve business outcomes. Backed by Nutanix's world-class Customer Xperience and Support organizations, a TAM can help your business:

- Minimize service disruption by promptly managing issues and escalations to resolution
- Eliminate exposure by proactively advising customers regarding best practices and known risks
- Gain insight into your environment with regular reviews and detailed reporting
- Be better prepared to take on new projects with joint planning and training
- Get a front seat to new features, technologies and solutions, including tech previews
- Mitigate operational risks and improve availability with experience and solution knowledge

Proactively managing potential issues and challenges is an essential element of any successful IT operation. A Nutanix TAM is a cross-functional 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 TAM brings datacenter infrastructure, operational experience and best practices to help you keep your Nutanix environment well-managed, healthy and performant.

SERVICE SCOPE

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

The Nutanix TAM Service approach is simple - make and keep Nutanix customers healthy, happy and successful. TAM offerings focus on deliverables and outcomes versus a time-bounded model.

The TAM Service provides:

- **Trusted business partnership:** Accelerate business value by optimizing technology deployment aligned with your datacenter strategy; continuously helping your organization realize sustained Nutanix platform advantages.

- **Improved application availability and operations:** Work with you to proactively manage common and unique risks - improving uptime, TCO and maximize your return.

- **Your personal advocate and champion:** Coordinate and resolve 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.

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
- Multi-vendor escalation and coordination

Operational Risk Management
- Comprehensive health checks and recommendations
- Drive and coordinate issue management, escalation, and resolution
- Improve capacity utilization – analyze, optimize and recommend solutions
- Service management and license usage optimization
- Standardization recommendations – all firmware and software versions

Analytics & Reporting
- Customized service analytics and reporting: uptime, software and hardware reliability, utilization
- Capacity and utilization analysis
- Performance and health audits and reporting
- Event analysis and report on critical cases, includes 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
- Software and hardware lifecycle review

Education & Best Practices
- Customer learning assessment
- Facilitate product and technology enablement e.g., lunch & learns
- Share best practices and whitepapers specific to customer environment
- Facilitate product roadmap presentations with Nutanix experts

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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