

The logo features the word "ELEVATE" in a bold, white, sans-serif font, with the letter "V" highlighted in a vibrant green. Below it, the words "PARTNER PROGRAM" are written in a smaller, white, all-caps sans-serif font. The entire logo is centered within a large, glowing diamond shape composed of two concentric lines. The background is a dark blue gradient with a subtle, ethereal light effect emanating from the diamond's center.

ELEVATE
PARTNER PROGRAM

FY23 SERVICE PARTNER PROGRAM GUIDE

SUCCESS TODAY | BUILT FOR TOMORROW

Welcome

Our Services Partner Charter gives the power to you, our valued partners. We are focused on the joint success we can achieve by working together to deliver quality implementation services to our customers. This Charter helps to ensure that our services partners have all the enablement, tools and resources needed to deliver Nutanix consistently and successfully to drive enhanced customer satisfaction.

We're here to support you every step of the way.



Dan Sarrosick

Sr. Director

Global Professional Services

Using your Program Guide

You can navigate your way around the Program Guide using the top menu to visit a specific section.

Please use Adobe Acrobat to experience full functionality.



Alternatively you can use the directional arrows in the bottom right of each page to move forward and backward a page at a time.

Contents

Quick start menu



1.0 Our Services Partner Charter

The Nutanix Services Partner Charter is to establish an ecosystem of fully enabled trusted partnerships so we can jointly grow Nutanix services together. Our program consists of enablement training, certifications, Nutanix tools, templates, kits, methodologies and partner driven service offerings which are all designed to empower our partners.



1.1 Service Partner Tiers



Authorized Partners

“Services Authorized” will be required to have at least one personnel with the following certifications: NCP-MCI and NCS-Core.



Professional Partners

“Services Professional” will be required to have at least one (1) personnel with NCP-MCI and NCS-Core certifications and at least (1) personnel with a master level certification.



Champion Partners

“Services Champion” will be required to have at least three (3) personnel each with NCP-MCI and NCS-Core certifications and at least three (3) master level certifications and one (1) expert level certification. This level of partner is limited to a certain number in each region based on capacity needs.

1.2 Services Partner Structure

Minimum requirements for each level



- _____
New service partners
- _____
Trained / certified Nutanix delivery resources
- _____
Capacity partners
- _____
Consistent Superior Delivery Quality
- _____
High Customer Survey Satisfaction Ratings






- _____
Trained / certified Nutanix delivery resources
- _____
Specialists in certain Nutanix products
- _____
Specialty skills in non-Nutanix products
- _____
SIs, Dist, Resellers, OEM, MSP
- _____
Consistent Superior Delivery Quality
- _____
Consistently High Customer Survey Satisfaction Ratings
- _____
Extended Nutanix services delivery family
- _____
Need project coordinator / single point of contact
- _____
Recommended rate cards and capabilities



- _____
Dedicated trained / certified Nutanix delivery resources
- _____
Consistent Superior Delivery Quality
- _____
Consistently High Customer Survey Satisfaction Ratings
- _____
Greater than 40% of regional services delivery revenue
- _____
Extended Nutanix services delivery family
- _____
Established Nutanix practice and labs
- _____
Need project coordinator / single point of contact
- _____
Established rate cards / availability spreadsheets with capabilities

1.3 Tier Benefits

	 SERVICES AUTHORIZED	 SERVICES PROFESSIONAL	 SERVICES CHAMPION
Enablement training	✓	✓	✓
Access to Nutanix partner portal	✓	✓	✓
PM training/guide	✓	✓	✓
Nutanix email / slack support	✓	✓	✓
Tech Summit / .NEXT access		✓	✓
Assistance with lab setup		✓	✓
Ability to become Nutanix "Services Trainer" (Train the trainer)		✓	✓
Participation in the Nutanix GTM Growth Program		✓	✓
Specialty services offering growth opportunities		✓	✓
Priority for services delivery		✓	✓
Quarterly Business Reviews (QBR)			✓
Annual Business Reviews (ABR)			✓
Business growth planning			✓
Priority access to training and Nutanix events			✓
One on one regional support			✓

1.4 Requirements & Commitments

Partner Agreement

All partners must accept the Nutanix Master Services Agreement (MSA) and the Non-Disclosure Agreement (NDA) terms and conditions prior to being authorized to deliver services for Nutanix as Prime. Once completed, individual projects will be authorized with a Statement of Work (SOW) addendum and a Purchase Order (PO) will be created so payment for services can be made upon successful project completion.

Program Compliance

We encourage Nutanix partners to conduct all business engagements with integrity, to be ethical and accountable with your customers and Nutanix. Any resource utilized for Nutanix services delivery must have the NCP-MCI, NCS-Core, Professional & Master completed certifications along with any applicable sub-certifications (CALM, etc) for specific product implementation work. Partners are expected to represent themselves as Nutanix when at client sites and not under their own organizations.

Program Non-compliance

Any partner resources which do not ethically complete the NCP-MCI, NCS-C (CORE), Professional & Master solely by themselves can result in the resources and/or company being restricted from any future work. Nutanix has the right to terminate this Program and the Nutanix Services Partner MSA agreement in accordance with the terms of the agreement.

Work Authorization Requirements

All our partners are required to comply with local laws regarding work permits or visas based on the local country requirements or jurisdiction. Partners which fail to follow the proper requirements may be deported, banned from future country entry and immediately removed from this program. It is solely up to the vendor to ensure compliance with the correct work permit or visas based on the specific country requirements where the work is performed. There are no exceptions.

Business Planning and Reviews

Premier Partners are required to have an annual detailed business plan with jointly agreed targets and participate in Quarterly Business Reviews (QBRs) to check progress. Several Expert Partners may also be selected to participate in these activities. Annually, the Nutanix Services Organization will reassess various partners and levels to determine which partners will remain, move into, or move out of a specific partner level. Quality issues which may occur throughout the year, and which are shown to be caused in part or in its entirety by a partner, may result in partner level demotion at the sole discretion of Nutanix.

Service Partner Quality Expectations

All partners who deliver Nutanix services are expected to implement whatever internal processes as necessary to ensure the highest level of quality. This may include but not be limited to creating their own labs for training and field readiness, creating internal communications channels to assist resources on site with SME's, participating in train the trainer programs to do in house teaching/training, or qualifying resource skills prior to attempting to obtain certification. Resources at client sites should seek help prior to leaving the site and should refrain from any negative or disparaging comments to a Nutanix customer. Our service partner resources are our ambassadors and should strive to provide the best quality of service to ensure a good CSAT grade.

CSAT and PSAT

The Nutanix CSAT (customer satisfaction survey) is sent to customers upon completion of services by the Nutanix PM. Nutanix takes pride in its extremely high CSAT scores and will continue to track CSAT feedback where we utilize partner resources. Negative customer comments or low CSAT scores will be considered a quality issue and will be addressed as outlined in the Service Partner Quality Expectations section above. We will randomly send a Nutanix PSAT (partner satisfaction survey) to partners selected to elicit feedback which may result in changes to make the services partner ecosystem better for our partner community. We will also capture any recommendations around needed tools, changes to processes, or add missing information.

2.0 Training and Certification

We believe that highly knowledgeable and informed people provide a better customer experience. That's why we offer extensive training opportunities to keep your service teams at the cutting edge and on top of the latest advances. Nutanix Training & Certification delivers innovative education services that allow you to help deliver Nutanix solutions to your customers - providing maximum value to them and maximum opportunity for you.

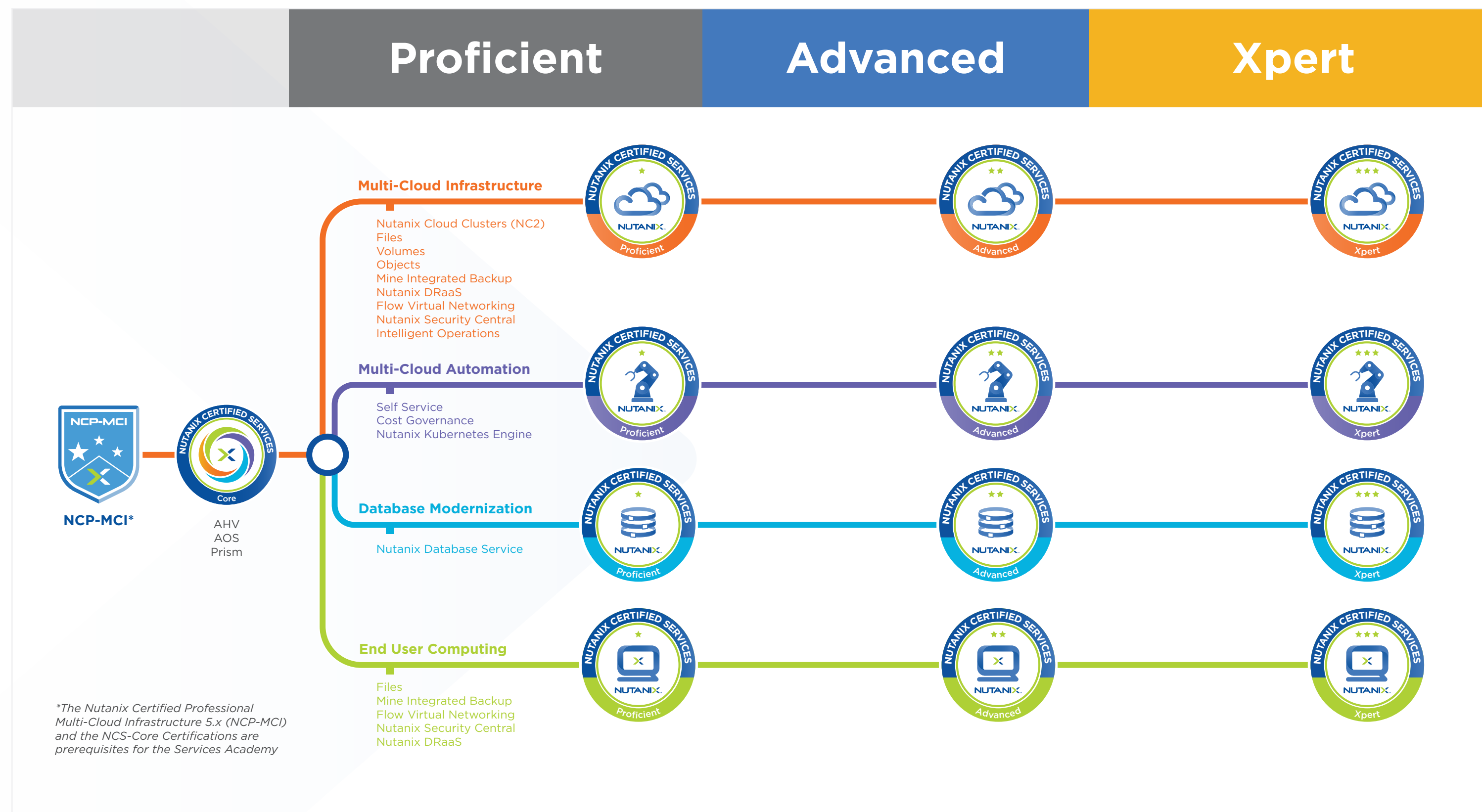


2.1 Services Training

Training and Certification

The Nutanix services training is designed as the outline of a subway map to assist with understanding the various steps necessary to obtain a certain type of certification. When all pre-requisites and certifications are completed badges will be authorized and available on Acclaim and Nutanix partner portal. When all steps, online pre-requisite classes, and tests are complete, the specific badge shown will be authorized and available on the partner portal for download.

To provide services delivery as a Nutanix services partner it will be required to obtain NCS-Core. Those that hold legacy NCS services certification could test out for the NCS-Core certification. If after two unsuccessful attempts to pass any exam, the entire path will need to be retaken prior to attempting certification testing again. Sub-Cert classes will be available with applicable badges as the specific Nutanix services become available.



3.0 Enablement

As a valued Nutanix services partner, we want to empower you to build your own Nutanix practices. In addition to providing our partners with education and portal access, we offer recommended lab configurations for partner enablement.



3.1 Channel Partner Services Enablement

Channel Practice Enablement

The Nutanix Channel Partner Services Practice Enablement program is designed to help our channel partners learn how to build their own branded or co-branded services offerings the same or similar to Nutanix. For those partners that are authorized channel partners and that sign-up for the program, the Nutanix global services partner team will work jointly with them for an estimated 6 weeks to share all the IP Nutanix has created to build its branded offerings including offering datasheets, artifacts, pricing, marketing, and enablement to have our channel partners build their services practice capabilities with returns of 40-65% on the services they deliver.

Income Statement	Per Item
Proposed List Price	\$6,796.00
Cost of Goods Sold (CoGS)	
Estimated Cost Basis (Labor)	\$1,200.00
Estimated Travel Cost	\$1,200.00
Estimated Total CoGs	\$2,400.00
Estimated Gross Profit	\$4,396.00
Estimated Gross Margin	64.7%

Sample Customer Scenario

- Type of customer:** Wholesale Retail
- Size of Customer:** Enterprise
- Customer Need:** Recommendations on setup and configure for peak performance and availability
- Compelling Event:** Seasonal Demand, e.g. Summer, Holidays
- Scope of Environment Review:** 4 NX nodes with AHV hypervisor for provisioning and managing Windows and Linux OS

HCI Cluster Deployment Service Scope

- Collect data and conduct assessment for up to 4 nodes
- Produce a final report with complete assessment and remediation recommendations
- Resource Type - Consultant
- Deploy on-site at customer location
- Suggested Price:** \$0000

3.3 Program sign-up

NUTANIX Partners
Own the Future.
SUCCESS TODAY | BUILT FOR TOMORROW

LEARN > SELLING RESOURCES > **PRODUCTS & SOLUTIONS >** GENERATE LEADS >

SEARCH CONTENT > Search Collateral SELL BETTER AND FASTER WITH THE NUTANIX CONTENT LIBRARY

Latest News > My Opportunities > My Learning Certifications >

Welcome to the enhanced Nutanix Partner Portal

Products, Solutions & Services

END USER COMPUTING > PRIVATE & HYBRID CLOUD > DATABASES >

PRODUCT INFORMATION ON NUTANIX.COM > **NUTANIX SERVICES PRODUCTS & PROGRAMS >** HARDWARE PLATFORMS >

Service Practice Program for Channel Partners

Interested in building Nutanix-based service offerings to drive more margin and successful customer outcomes? Complete the form below and we'll reach out with further details.

Company Name*

Address*

street, city, zip, country

Contact Name*

Title

Email*

Phone

Company Annual Revenue

3.4 Labs



Nutanix Hardware Lab

Nutanix requires 3 nodes to create a single standard Nutanix cluster. The NX-1365 would be sufficient to start a single cluster of Nutanix cluster of any supported Hypervisor for test, simulate, practice and reference on actual Nutanix hardware in a Lab Environment. Contact your Partner Services Manager if you are interested in NFR purchasing.

This configuration does not include the ability to expansion lab training because a 4th node would be required to practice adding and removing a node if that is desirable for partner in-house training purposes.

Nutanix NX-1365-G6: Estimated cost \$45k

2 x Intel Skylake Processor 1.8 GHz 8-core

Skylake 4108 CPU = 16 Cores

8 x 32GB DDR4 Memory Module = 256GB Memory

1 x 960GB 3.5"-A5-A SSD

2 x 2TB 3.5"-A5-A HDD



Nutanix Community Edition Lab

Nutanix has a Community Edition (CE) option which is not supported but the lowest cost option and can be 1, 3, or 4 node configurations based on the desired usage. This is the free version of AOS that can be run on most hardware as long as you follow the hardware guidelines described in the [CE forum](#).

1. Intel NUC that can be purchased and loaded with CE which can be used for personal labs. This option can be used to test, simulate, practice, and reference in a Lab Environment but it will not be exactly like what would be found in a customer environment*.
2. The 4 nodes option will allow practice with adding or removing a node from the cluster which is not possible with the 3 node configuration.

Intel NUC: Estimated cost \$1000

Kit NUC6i7KYK Mini PC

Transcend 32GB JetFlash 710 USB 3.1/3.0 Flash Drive

Sandisk X400 Solid State Drive - Internal

Crucial 32GB Kit (16GBx2) DDR4 2133 MT/s (PC4-17000) Memory

**To replicate the user environment installs in the field, the Nutanix NX-1365-G6 configuration would be required.*

3.5 Labs

Ultra Small Form Factor Supermicro SYS-E300-9D-8CN8TP Series

Jalapeno is the code name of a small form factor Nutanix solution. After combine the Supermicro SYS-E300-9D-8CN8TP, it's suitable for ROBO, home office, edge/IOT, retail, Telco network functions and other types of small use cases. Where something that fits under a desk, in a drawer, in a cupboard, or beside a desk is needed, without having a rack available. While these guys are small, they sure pack a punch, but carry enough computing power at the edge to accelerate the digital transformation.

Supermicro Platform Technical
Speciation is listed below.
Estimated cost: \$5k per node

SYS-E300-9D-8CN8TP-NI22

4x 32GB DDR4 RDIMM

2x 1.9TB SATA SSD

1x 240GB SATA M.2



Technical Specifications

Intel® Xeon® D-2146NT, 8-Core, 16 Threads

4x 32GB DDR4 RDIMM

2x 1.92TB or 3.84TB SATA SSD

1x 240GB SATA M.2

4x 1GbE, 2x 10GBase-T

2x 10G SFP+ and 1 dedicated LAN for IPMI 2.0

Built in Intel QAT up to 40Gbps Crypto/Compression

Terms and Conditions

Compliance with Laws

As a Nutanix Partner, you are required to conduct your business and any transaction that involves Nutanix with integrity and in compliance with all anti-corruption, anti-bribery laws and applicable rules and policies in countries, regions or territories where you conduct business..

Each party represents and warrants that it has not and will not violate any applicable anti-corruption law in relation to the receipt or spend of any compensation from Nutanix.

Intellectual Property Rights

Nutanix does not grant its Partners any ownership or other interest in any copyrights, patents, trademarks, know-how, inventions and trade secrets (Intellectual Property), including its and registrations and applications of its Intellectual Property.

Limitation of Liability

Nutanix shall not be liable for any loss of profits or for special, consequential, incidental, indirect, reliance, punitive or exemplary damages, either in contract or tort, whether or not the possibility of such damages was disclosed to, or could have been reasonably foreseen by Nutanix, which result from or relate to, a Partner's participation in Nutanix's Partner Program.

Taxes

Each party is responsible for its own respective income taxes including but not limited to, business personnel, and occupation taxes. Partners shall be responsible for any and all applicable taxes related to its receipt of the Nutanix contribution, including but not limited to any sales, use, goods and services, consumption, business, value added, or other taxes or comparable levies, transaction privilege taxes, gross receipts taxes, net receipt taxes, any withholding taxes and other charges such as duties, customs, tariffs, imposts, contributions and other government-imposed surcharges.

Contact Us



Nutanix Corporate Headquarters

1740 Technology Drive, Suite 150
San Jose, CA 95110, United States

T 855.NUTANIX (855.688.2649)

F 408.916.4039

General Service Partners

E partnerservices@nutanix.com

W service-partners.nutanix.com

S [@nutanixpartners](https://twitter.com/nutanixpartners)

RMO

AMER

Kelly Donaldson: kelly.donaldson@nutanix.com

Kelly Vernon: kelly.vernon@nutanix.com

Kimberlee Mikalinis: kimberlee.mikalinis@nutanix.com

EMEA

Mirjana Nedeljkovic: mirjana.nedeljkovic@nutanix.com

Mirjana Stojakovic: mirjana.stojakovic@nutanix.com

APAC

Sumanta Ghosh: sumanta.ghosh@nutanix.com

Regional Team Leads

Global Services Partner Director

David Hartman: david.hartman@nutanix.com

Services Technical Delivery Enablement

Jeff Yaptengco: jeff.yaptengco@nutanix.com

Nataša Miljković: natasa.miljkovic@nutanix.com

North America, US Federal, Canada, & LATAM Partner Management

Stefan Mueller: stefan.mueller@nutanix.com

Europe, Middle East, & Africa Partner Management

Nikola Pavlicic: nikola.pavlicic@nutanix.com

APAC & India Partner Management

Vishal Jadov: vishal.jadov@nutanix.com

Marketing and Web Design

Marija Marinkovic: marija.marinkovic@nutanix.com

