

HYPER CONVERGED MANAGEMENT BASIC

For Nutanix Appliances

Why CDW Managed Services?

CDW is an award winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services.

Benefits

- Dedicated Service Operations Centre available 24x7x365
- Over 350 Service Professionals covering the full suite of IT services
- 55,000 + contacts managed by the Service Desk each month
- Over 20,000 incidents managed to completion every month
- 4,000 visits to client properties every month supported by over 150 engineers
- Proven ability to support IT estates in over 70 countries
- Fully compliant with key ISO, security and ITIL frameworks

Responding to and resolving an issue with your core data centre infrastructure in an efficient manner is instrumental to the success of your IT organisation. To underpin the service levels your business demands your IT team needs rapid access to the right resources and support skills. With this in mind CDW now offers an exclusive support service for Nutanix, the market leading provider of hyper converged infrastructure. This service offers you a compelling alternative to buying the vendors own support contract from a trusted and independent managed services supplier.

What is Hyper Converged Management Basic?

This service provides the key underpinning support and maintenance options that your business needs to augment your IT team and help ensure the availability of your Nutanix appliance.

The Basic package is ideal for those who have the in house skills and resources to handle day-to-day management tasks themselves but need a specialist partner on hand to help resolve software issues or replace faulty hardware if needed.

Our service desk is available 24x7 by phone or email to log your issues, assess the priority level and trigger any remedial action required.

We can also provide technical assistance for any "how do I?" questions that come up during your day to day use of the Nutanix software.

CDW offers a cost effective and flexible alternative to vendor direct support so

you can confidently extend the life cycle and return delivered by your Nutanix investment.

What We Offer?

Nutanix certified support analysts are on hand in our UK Service Operations Centre to diagnose and resolve any problems and, if required, provide rapid escalation to Nutanix themselves.

Your Nutanix appliances will be configured to automatically email any alerts for hardware faults or critical warnings directly to our service desk. This means we can identify and start working on resolving a problem before it has begun to impact your business.

In the rare event of a confirmed hardware failure, CDW will arrange for the replacement parts and an engineer to arrive on site the next business day or even within 4 hours depending on the location.

To learn more about Hyper Converged Management please call CDW on 020 7791 6000 or visit uk.cdw.com