HYPER CONVERGED MANAGEMENT BASIC

For Nutanix Appliances FAQ

Why should I buy this service from CDW ?

CDW is an award winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services. We have partnered with Nutanix to ensure that customers receive all the benefits of direct support but delivered via our UK based 24/7 service operations centre.

CDW can typically offer a more flexible model than an equipment vendor; one that better meets customer's diverse business requirements. Our customers are often looking for multiple services, meaning that Nutanix support can be wrapped into the overall requirement rather than treated as a standalone transaction.

Who in our business is aurthorised to contact CDW?

During the on boarding process, CDW will capture details of the individuals you authorise to contact CDW. Only authorised personnel will be able to raise a support request.

What SLA's do you offer for hardware replacement?

Our hardware replacement is backed by the vendor collaborative support program. Typically, next business day is offered as standard but 4 hour replacements may also be available depending on location.

Do you offer 24/7 support?

Yes. Our service operation centre is open and available to take your calls 24/7. Out of hours support is restricted to priority 1 incidents only (see the Service Description for more details).

How do you Define out of hours?

Core hours are 08:00 – 18:00 GMT Monday to Friday. Anytime outside of this time period, including bank holidays, is defined as out of hours.

Will CDW proactively monitor my Nuatanix devices for hardware failures?

Yes. CDW leverages the Nutanix native call home feature where information is collected unobtrusively and automatically from a Nutanix appliance, with no impact to system performance. CDW support teams receive the data required for the assessment of any serious issues and can proactively instigate any remedial actions required. Examples include failed disks, faulty network interface cards (NICs) and unusually high utilisation of cluster resources that could lead to potential problems.

What if I have general questions about using the Nutanix platform?

Whilst this is not a managed service, CDW can still provide general product information and tackle any "how do I" type questions that come up during the day-to-day use of the appliance.

What if I require hard drives to be kept in-house order to comply with data security compliance questions?

The Nutanix Non-Returnable Hard Disk Drive (NRDK) program can be added-on to your existing support packages. The program applies to all existing models of the Nutanix product. You will be responsible for disposing of the replaced hard disk drives in agreement with your own data security compliance requirements.

Will CDW deploy our Nutanix devices as part of this service?

This service is designed to kick in once the initial work has been done to on-board your Nutanix devices. CDW's professional services team are available to assist with every aspect of this, from architectural design through to project management and deployment. Please contact your account manager for more details.

Is Service Management included?

Service Management is not included as standard but can be added to your service. Please speak to your account manager for more information.

Will I still be entitled to download software updates and patches from Nutanix?

Yes, due to the collaborative support model that CDW operates with Nutanix you will still have access to software downloads throughout the duration of your support contract. Access to other online resources such as knowledge base and support articles is also included.

Who is Responsible for installing any updates or patches on our Nutanix appliances?

This is always the customer's responsibility, although our professional services team are available to take on this work as a separate project, if required. Technical support is still available, as usual, should any issues be encountered with new software releases.

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

NUTANIX

CDW PEOPLE WHO GET IT