1 Enabled Nutanix Management and Support

eGroup Enabling Technologies will configure Nutanix Prism to send alerts to eGroup ticketing system, where issues will be tracked and worked as required. Engineers will periodically monitor the Prism dashboards and examine alerts for potential issues.

eGroup Enabling Technologies shall plan and perform the updating, patching, and other vendor-recommended maintenance of the Nutanix infrastructure on a quarterly basis or as necessary to address vulnerabilities or other service quality issues.

1.1 Client Prerequisites

The following section describes prerequisites required for successful technical support.

- Installation and configuration of the Nutanix platform
- Support is maintained on the Nutanix platform
- Administrative credentials and any appropriate access

1.2 Areas in Scope

The specific services to be provided by eGroup Enabling Technologies in support of the Nutanix environment include:

- Tier 3 Help Desk (Reactive support) - Email
- Tier 3 Help Desk (Reactive support) - Phone/Remote
- AOS updates and maintenance
- ESXi updates and maintenance **if applicable
- Lifecycle Manger updates and maintenance
- Bi-annual platform review for utilization
- Vendor engagement for hardware and support issues

1.3 Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- Virtual machine support, maintenance, or upgrades
- Support of Nutanix Files as it pertains to user shares or file servers
- Changes to network, troubleshooting, or remediation of existing network issues.
- Upgrading or moving to pre-release, preview, beta, or early access programs
- Connectivity issues due to VPN, or edge device configurations changes not communicated to eGroup Enabling Technologies
- Node/hardware changes or expansion not related to failed hardware