Cisco and Nutanix Cooperative Support

Collaborating to deliver a robust hybrid multicloud solution



Partnership overview

Cisco® and Nutanix have collaborated to deliver a best-of-breed hybrid multicloud solution built on the strengths of both companies. This partnership leverages Cisco's robust server infrastructure and Nutanix's industry-leading hyperconverged infrastructure (HCI) software.

This guide serves as a quick reference for understanding the cooperative support model between Cisco and Nutanix, ensuring customers receive the highest level of service and support.

Support model

With this new partnership, customers who have purchased the solution from Cisco, including both hardware and software, should now reach out to Cisco directly as the primary point of contact when an issue occurs. Cisco will automatically determine where to route the issue to the best support engineer to meet the customer needs.

- Hardware concerns: Managed by Cisco.
- Software concerns: Managed by Nutanix.

Integrated support workflow

- **Cooperative support model**: Customers should contact Cisco for support, regardless of whether the issue is hardware or software-related.
- **Issue categorization and routing**: Cisco will promptly route the case to the appropriate team by using a bi-directional support interconnect.
- **Collaborative resolution**: Cisco and Nutanix work together seamlessly to ensure quick and efficient resolution, providing an integrated support experience.

Entitlement and engagement

- Cisco verifies entitlement for all hardware support cases.
- Nutanix verifies entitlement for software support cases.

Unique value propositions

Why choose the Cisco-Nutanix solution?

- **Integrated support model**: A single, seamless support experience combining Cisco's and Nutanix's strengths for faster resolution and minimal downtime. By calling Cisco when they have an issue, customers can get the help they need without being shuffled between companies.

★ **eBonding:** Used for seamless collaboration between Cisco and Nutanix support teams to ensure cases are routed to the appropriate team based on the issue, this process preserves a single view of case interactions. Cisco is the only vendor with the connectivity to enable case sharing and collaboration to get your issues resolved quickly.

★ **Proactive support:** Cisco's support telemetry and insights provide proactive alerts, global monitoring, and automated issue resolution leveraging telemetry and machine learning. Cisco Intersight® enhances this by delivering proactive hardware RMAs, including in some cases the ability to use Nutanix Pulse and advisories like CVEs and security patching. This seamless integration of Intersight is unique to the Cisco-Nutanix partnership model.

★ **Automated deployment:** The co-engineered integration of Nutanix Prism Central and Cisco Intersight allows for seamless zero-touch remote deployment and cluster expansion of Nutanix clusters with Nutanix AHV or VMware ESXi hypervisors.

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- **Best-of-breed management**: Cisco Intersight provides a comprehensive view of the physical infrastructure, including servers, chassis, fabrics, and much more. We simplify the management of hardware through Cisco Intersight, while Nutanix Prism offers multi-cluster management through Prism Central.
- **Award-winning support and high customer satisfaction**: Cisco Technical Assistance Center (TAC) is renowned for its expertise and responsiveness, ensuring that customers receive the highest level of support. Nutanix's Net Promoter Score (NPS) of 90+ for eight consecutive years showcases their commitment to customer satisfaction. Maintaining this high level of customer satisfaction by designing this unique support model is a key pillar of the joint partnership.

★ **Flexibility and reuse:** Customers can repurpose existing qualified Cisco servers for Nutanix deployments and vice versa, allowing for cost savings and efficient resource utilization while de-risking long term infrastructure investments. This flexibility is a unique Cisco offering compared to purpose-built appliances.

Case Generation Options

Manual



User Initiated

Automated

NUTANIX

Insights

for Hardware & Software Alerts

CISCO

Intersight

for Hardware Alerts

Customers can contact TAC to open a case and/or they can have intelligent software do it for them with features such as Proactive RMA.

Collaboration and case management

- **Joint customer support**: Cisco and Nutanix retain joint responsibility for managing and resolving support cases. Regular reviews and executive-level business meetings ensure continuous improvement and alignment.
- **Knowledge sharing**: Beyond access to each other's technical support information and resources, both companies also engage in cross-training to bridge knowledge gaps and ensure faster time to resolution.
- **AI, automation, and machine learning-driven support**: The integration of Cisco solutions such as proactive RMAs and virtual TAC engineers, enhances the support experience by automating case management and providing real-time assistance throughout the case lifecycle.

Key Cisco features and statistics

- Nearly four decades of technology innovation, expertise, and global customer engagement
- 7,000+ engineers holding 19,000 certifications covering 2,700 products, services, and technologies
- Faster outcomes: Industry-leading Cisco Support Assistant provides fast, efficient connections to the right resources to help you achieve outcomes faster and minimize risk.
- Ever-expanding set of capabilities and innovations applied to 1.6M+ TAC cases handled each year
- Faster hardware replacement with significant time savings per incident between part failure time and RMA generation time.

General contact

- General: For opening cases with Cisco TAC, please refer to the general contact point and procedures.

Useful links

- Cisco Smart Net Total Care®
- Cisco Solution Support
- Cisco Success Tracks

Next steps

To learn more, contact your Cisco account representative.

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