

■ SERVICE BRIEF

Dell Nutanix  
*Deployment Services*





re

This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Dell Nutanix Deployment Services. This engagement covers the physical installation, baseline configuration, and validation of a Dell Nutanix hyperconverged infrastructure (HCI) cluster.

This engagement is governed by this Service Brief and associated with SKU: NUTANIX-DEPLOY. The quantity defined in the quote reflects the number of clusters and nodes to be deployed.

The *future* belongs  
to the *curious*.

# Table of Contents

---

- 
- 01. Services Overview

---

  - 02. Offer Structure

---

  - 03. Project Scope

---

  - 04. Quantity & Effort Model

---

  - 05. Services & Key Activities

---

  - 06. Deliverables

---

  - 07. Services Scope Changes

---

  - 08. Services Scope Exclusions

---

  - 09. Customer Responsibilities

---

  - 10. Services Schedule

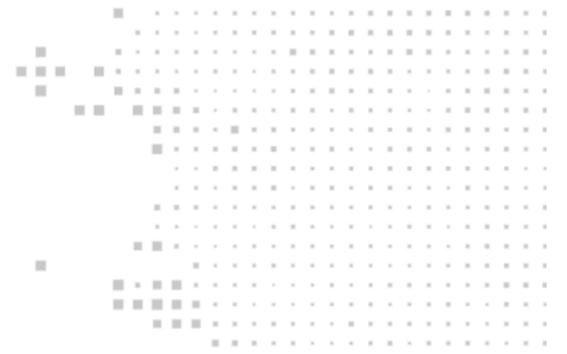
---

  - 11. Terms and Conditions

---

# 01. Services Overview

Redesign's Dell Nutanix Deployment Services provide end-to-end installation and configuration of Nutanix HCI cluster deployed on supported devices. These services ensure proper physical setup, cluster deployment, network integration, and cluster validation. The engagement delivers a validated, production-ready Nutanix environment aligned with vendor best practices and customer requirements.



## 02. Offer Structure

### PRIMARY SERVICES

- Rack & Stack of all in-scope hardware
- Network configuration (Top-of-Rack L2 if purchased with solution only)
- Hypervisor and cluster deployment on supported release
- Cluster configuration and validation
- Knowledge transfer and documentation handover

### OPTIONAL ADD-ONS

#### Separate SOW

- Workload migration
- Additional hypervisor installation/configuration
- Hypervisor conversions (e.g., Hyper-V → AHV, VMware → AHV)
- Integration with external storage, backup, or security platforms
- Application-level services (DB, VDI, AD, DNS, etc.)

## 03. Project Scope

### In-Scope Platforms

- Dell Nutanix appliances under OEM support

### Activities Covered

- Rack, mount, and power-up of nodes and components
- Physical cabling and labeling
- Configuration of IPMI/iDRAC addresses
- Foundation (Deployment) of hypervisor for Nutanix (e.g., AHV, VMware ESXi) and Prism cluster management
- Installation of latest software patches/updates for supported Major Code release
- Setup of HA-supported storage policies
- Setup and configuration of Prism Central
- Vendor support enablement (SRS Virtual, CloudIQ, UCC Edge)
- Validation of cluster implementation and handover

---

## 04. Quantity & Effort Model

- **Service SKU: NUTANIX-DEPLOY**
- **Quantity: Number of clusters and nodes to be deployed**

## 05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none"> <li>▪ Unpack and inspect hardware</li> <li>▪ Rack, mount, and connect all components</li> <li>▪ Install and route power, data, and management cables</li> <li>▪ Onsite engineer will label cables appropriately</li> <li>▪ Power on systems and validate hardware health</li> <li>▪ Configure IPMI/iDRAC network addresses</li> </ul>
 HCI Cluster & Network Implementation Phase	<ul style="list-style-type: none"> <li>▪ Verify alignment with Solutions Architect design</li> <li>▪ Configure ToR L2 switches (if applicable)</li> <li>▪ Deploy hypervisor and Prism management platform</li> <li>▪ Configure encryption and key management (if licensed)</li> <li>▪ Apply latest patches and updates</li> <li>▪ Configure HA storage policies</li> <li>▪ Enable vendor monitoring and support systems</li> <li>▪ Apply customer-provided licensing</li> <li>▪ Validate cluster functionality with client review</li> </ul>
 Testing, Validation & Documentation Phase	<ul style="list-style-type: none"> <li>▪ Verify network connectivity across all components</li> <li>▪ Conduct basic validation tests (ping, traceroute, show commands)</li> <li>▪ Test failover and redundancy</li> <li>▪ Update vendor configuration and entitlements</li> <li>▪ Register client for vendor alerts if applicable</li> <li>▪ Provide As-Built documentation and configuration backup</li> <li>▪ Conduct knowledge transfer session with client IT team</li> <li>▪ Setup basic alerts and SMTP alerts through iDRAC hardware monitoring</li> </ul>

## 06. Deliverables



Completed  
Pre-Engagement  
Questionnaire



As-Built  
Documentation  
(including configuration  
backups, if applicable)



Remote  
Knowledge  
Transfer Session

## 07. Services Scope Changes

Changes to node count, feature enablement, or migration scope will require a revised quote or formal Change Request (CR).

---

## 08. Services Scope Exclusions

This engagement does not include the following unless explicitly agreed upon in writing:

- **Deployment Exclusions**
  - **Full-scale datacenter or network architecture redesign**
  - **Core switch Layer 3 functionality or advanced routing (e.g., OSPF, BGP, MPLS)**
  - **Integration with third-party systems (backup, firewalls, SIEM, monitoring) unless included in SOW**
  - **Unsupported or end-of-life software/firmware versions**
  - **Advanced Nutanix features not covered in baseline deployment (e.g., multi-cluster federation, DRaaS, or cloud extensions)**
  - **Ongoing monitoring, operations, or managed services beyond initial deployment and validation**
  - **Workload migrationsShape**
- 

## 09. Customer Responsibilities

- **Provide rack elevations, power/cooling readiness, and cabling plan**
- **Ensure all hardware and licensing are procured and under OEM support**
- **Provide network schema, VLANs, and IP addressing requirements**
- **Assign stakeholders for coordination, testing, and sign-off**
- **Ensure source systems are available for migration testing**

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

## 10. Services Schedule

- Schedule to be jointly agreed with Client.
- 

## 11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

### ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

---

- Signed quote referencing SKU: NUTANIX-DEPLOY
- Remote and onsite access confirmation
- Completion of Pre-Engagement Questionnaire

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

redesign

*The* FUTURE BELONGS  
*to the* CURIOUS.

