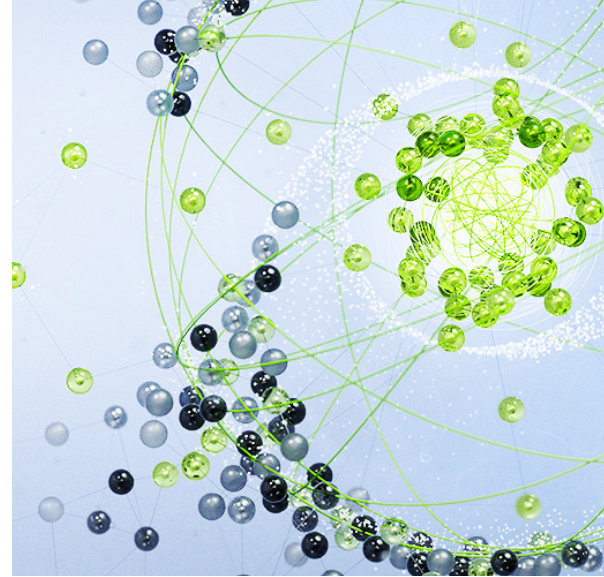




Support Services for NVIDIA Omniverse Enterprise

NVIDIA experts deliver enterprise support, training, and more.



NVIDIA Omniverse Enterprise Support and Services

NVIDIA Omniverse™ Enterprise customers can get live expert guidance with service-level agreement (SLA) response times, access to a case management portal, software updates, maintenance releases, and security notifications. Businesses can now trust NVIDIA to keep their Omniverse platform running smoothly.

- > Minimize system downtime with fast and proactive support
- > Increase user productivity with best practices and education
- > Maximize system utilization with expert advice and guidance

Included Support Services

All purchases of NVIDIA Omniverse Enterprise include Enterprise Business Standard Support service. Contracts can be renewed upon expiration. Below are the details of what is included with the Enterprise Business Standard Support service.

Omniverse Enterprise Business Standard Support

Support Availability	> Cases accepted via the web portal and email for 24/7 support > Escalation support during a customer's local business hours > Support provided by NVIDIA experts and engineers for timely resolution > Enhanced partner interaction on issues
Initial Response Time	> 4-hour initial response time for Severity 1 issues
Remote Support	> Remote software support
Software Updates and Upgrades	> Access to the latest NVIDIA Omniverse Enterprise software suite > Maintenance release and security fixes > Priority notifications and distribution
Enterprise Support Portal	> Full access to a knowledge base via the portal > Insight into which knowledge base articles, tips, and tutorials are trending and have proven most valuable > View current and past issue history

Key Features

Expert Support

- > NVIDIA experts keep Omniverse Enterprise software operating at peak performance, providing support with deep connections to the product and engineering teams.

Faster Time to Value

- > For faster return on investment, NVIDIA offers training for employees and teams throughout your organization.

Support Level Response Time

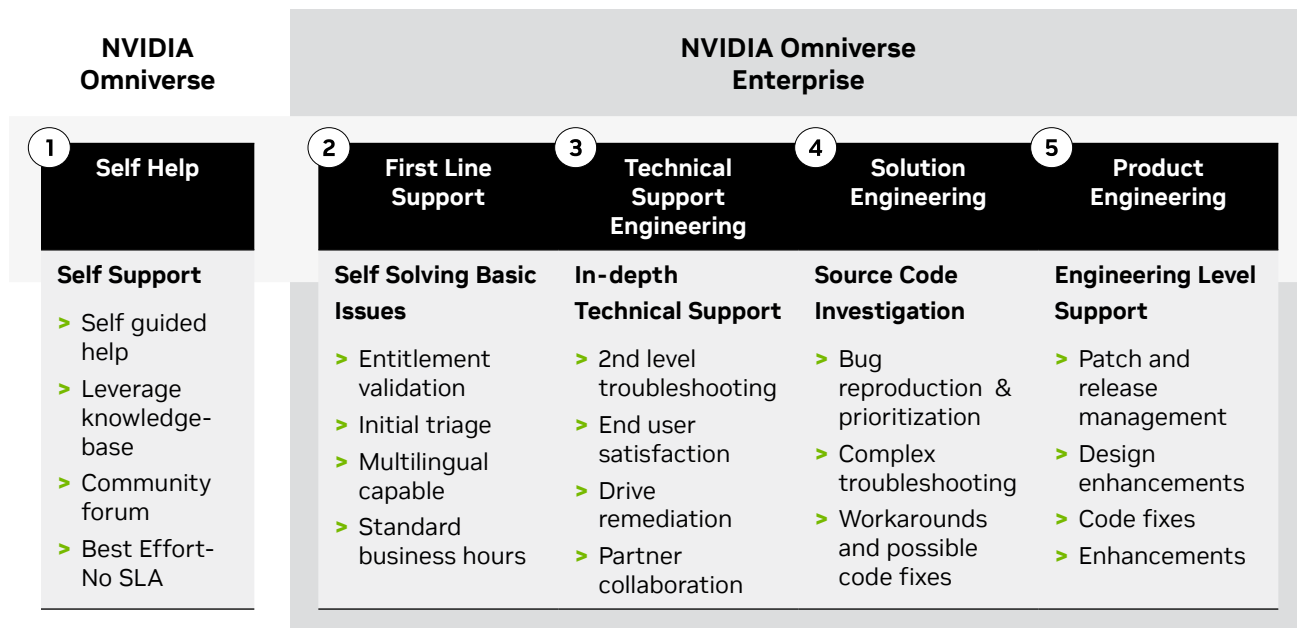
With Enterprise Service Level Agreements, projects can stay on track and teams can continue to collaborate.

		Business Standard
Severity Level	Definition	Initial Response Time
Catastrophic Severity 1	> The situation has halted your business. > The service or critical functions are unavailable or unusable and no workarounds exist.	4 Business Hours Local Business Hours
Severe Severity 2	> The service or important functions are not working as expected or require workarounds, and no procedural workaround exists.	4 Business Hours Local Business Hours
Moderate Severity 3	> Non-critical issues that is intermittent or can be addressed using workarounds, but business continues to function.	4 Business Hours Local Business Hours
Minor Severity 4	> Cosmetic or other minor issues that do not cause any significant detrimental effects. > Incremental feature requests.	1 Business Day

Getting Started and Submitting Support Request

Customers can get started with Enterprise Support once they complete their purchase, receive their entitlement email, and finish the registration process by following the instructions outlined in the email and in the [NVIDIA Enterprise Support and Services User Guide](#).

NVIDIA Support Request Process



Additional Enterprise Services

NVIDIA offers a wide selection of add-on services and support for teams using NVIDIA Omniverse Enterprise that can be purchased at any time. These services are eligible for solutions with an active NVIDIA Enterprise Support contract.

Add-On Support Services

Technical Account Manager	Access to an NVIDIA service relationship manager, a TAM, who works as a liaison between customers and NVIDIA's elite technical resources. A standard TAM manages a single NVIDIA solution. Technical Account Managers are great resources for customers who want a more proactive support experience.
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Professional Services

Partner-Delivered Onboarding Services	Professional Services may be delivered through NVIDIA Partner Networking. Omniverse Onboarding may include a multi-week engagement to kickstart a customer's development in Omniverse. A customer's use case may be assessed and provided with tailored education and guidance to enable their use case development in Omniverse. Contact your NVIDIA seller for more information.
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Education Services

Omniverse Enterprise Administration Course Self-Paced 6.5 Hours \$99	This course details the solution overview, hardware and software architecture, deployment options, installation, configuration, licensing, scaling, comprehensive validation, security, management, maintenance, monitoring, and troubleshooting.
Getting Started With USD for Collaborative 3D Workflows Self-Paced 2 Hours Free	Learn how to generate a scene using human-readable Universal Scene Description ASCII (.USDA) files. Upon completion, you'll be able to create your own scenes within the USD framework and will have a strong foundation to use it in applications, such as NVIDIA Omniverse, Maya, Unity, and Unreal Engine.
Essentials of USD in NVIDIA Omniverse Self-Paced 2 Hours \$30	In this hands-on training, we'll present what makes USD unique and the fundamentals for describing, composing, simulating, and collaborating within 3D worlds. You'll learn about data modeling using Prims, attributes, relationships, and custom schemas and composition for scene assembly and collaboration. The hands-on portion of the training will utilize the USD Python API to experiment with the fundamental concepts of USD.
Essentials of Developing NVIDIA Omniverse Kit Applications Self-Paced 2 Hours Free	In this course, participants will learn about kit files and how to create one, how to add extensions to applications, how to define the layout of an application, and how to package and distribute an application.
Build Beautiful, Custom UI for 3D Tools on NVIDIA Omniverse Self Paced 1.5 Hours Free	Experience the NVIDIA Omniverse development platform for builders and creators of virtual worlds. Become a master in UI with a deep dive into NVIDIA Omniverse Kit's powerful omni.ui suite of tools and frameworks. In this self-paced course, you'll build your own custom UI for workflows in Omniverse with hands-on exercises.
Easily Develop Advanced 3D Layout Tools on NVIDIA Omniverse Self-Paced 1.5 Hours L Free	Get hands-on experience with NVIDIA Omniverse—the platform for connecting and creating physically accurate, 3D virtual worlds. See how easy it is to create your own custom scene layout tools in Omniverse Code with a few lines of Python script. In this self-paced course, you'll build your own custom scene layout in Omniverse with hands-on exercises in Omniverse Code and Python.
How to Build Custom 3D Scene Manipulator Tools on NVIDIA Omniverse Self-Paced 1.5 Hours Free	See how you can build advanced tools on the modular, easily extensible Omniverse platform. You'll learn from the Omniverse developer ecosystem team how you can extend and enhance the 3D tools you know and love today. In this self-paced course, you'll build your own custom scene manipulator tools in Omniverse with hands-on exercises writing a few lines of Python code.

Develop, Customize, and Publish in NVIDIA Omniverse With Extensions	Want to change the functionality and user interface (UI) of NVIDIA Omniverse? Learn how to customize the Omniverse experience with extensions using Python code.
Self-Paced 8 Hours Free	
Introduction to Robotic Simulations in NVIDIA IsaacSim	In this course, we introduce you to Isaac Sim, NVIDIA Omniverse's solution for simulation and robotics. You'll learn how to tap into the simulation loop of a 3D engine and initialize experiments with objects, robots, and physics logic. This can be done programmatically using Omniverse Kit and Pixar USD commands, but the course will use Isaac Sim Core to wrap these low-level operations in an object-oriented fashion. By the end of the course, you'll be able to simulate and control NVIDIA JetBot™ and Franka Emika robots and coordinate them together to perform a handoff.
Self-Paced 4 Hours \$30	
Assemble a Simple Robot in NVIDIA Isaac Sim	In this course, you'll step through the "Assemble a Simple Robot" tutorial to rig a two-wheel mobile robot in a live NVIDIA Isaac Sim GPU environment.
Self-Paced 1.5 Hours Free	
Bootstrapping Computer Vision Models With Synthetic Data*	Learn how to use NVIDIA Omniverse Replicator, a core Omniverse extension, to accelerate the development of computer vision models. Generate accurate, photorealistic, physics-conforming synthetic data to ease the expensive, time-consuming task of labeling real-world data. Omniverse Replicator accelerates AI development at scale and reduces time to production.
Instructor-Led 8 Hours PoA	
Generative AI Explained	Generative AI describes technologies that are used to generate new content based on a variety of inputs. In this course, you'll learn generative AI concepts, applications, as well as the challenges and opportunities in this exciting field.
Self-Paced 2 Hours Free	

Additional Details

Visit the [Enterprise Support and Services User Guide](#) for additional details.

For information on Enterprise Services for NVIDIA Omniverse Cloud, visit www.nvidia.com/en-us/omniverse/cloud

Ready to Get Started?

To learn more about Enterprise Support and Services for Omniverse Enterprise, visit: nvidia.com/en-us/omniverse/enterprise/support/

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