



NVIDIA DGX Systems

Enterprise Services

NVIDIA DGX™ Systems Enterprise Services provide you with comprehensive system support and access to services for both your NVIDIA DGX hardware and software (OS and firmware). With expansive levels of support and value-added services, NVIDIA provides you with the expertise and proven methodologies when and where you need them.

As AI workloads move from the fringe to the center of business, the need for defined service and support becomes necessary. NVIDIA brings to market the most advanced and robust experience across industries.

- > **Expert support:** To ensure business continuity, NVIDIA provides various levels of support, and has a deep connection with the product and engineering teams to keep DGX systems operating at peak performance.
- > **Faster ROI:** For faster results, NVIDIA offers onboarding, optimization, training, and certification services for employees and teams throughout the organization.
- > **Proactive and customized guidance:** For proactive recommendations for your data science practice and data center operations, NVIDIA experts provide personalized instructions and guidance.

For more information visit the [Enterprise Support and Services User Guide](#).

NVIDIA Enterprise Business Standard Support

All initial purchases of NVIDIA DGX systems include a three-year Enterprise Business Standard Support service for both hardware and software (OS and firmware) stacks. Initial four-year and five-year contracts are also available. Contracts can be renewed upon expiration. Below are the details of what is included with the Enterprise Business Standard Support service.

Entitlement	NVIDIA Enterprise Business Standard Support
Support Availability	> Cases accepted via the support portal for 24/7 support > Escalation support during a customer's local business hours (9 a.m. – 5 p.m, Monday–Friday) > Support provided by NVIDIA experts and engineers for timely resolution > Enhanced partner interaction on issues
Onsite Hardware Support	> Onsite engineer to replace field replaceable units (FRUs) > Advanced return material authorization (ARMA) for next-business-day delivery¹
Remote Support	> Remote hardware and software support
Software Updates and Upgrades	> Access to the latest NVIDIA DGX software (OS and firmware)
NVIDIA DGXperts and Curated Content Access	> Quick answers on AI problems from NVIDIA DGXperts² > Access to webinars, special events, and other curated content
Case Logging	> Comprehensive enterprise support > Enterprise Support Portal

Entitlement	NVIDIA Enterprise Business Standard Support
Portal Access Benefits	Full access to a knowledge base via the NVIDIA Enterprise Support portal, including: ➤ Insight into which knowledge base articles, tips, and tutorials are trending and have proven most valuable ➤ 24/7 access to NVIDIA Enterprise Support portal ➤ Create and manage support cases ➤ Manage entitlements ➤ Access to critical and general announcements ➤ Download software
Service Terms	➤ Three years included with initial purchase ➤ Extended service options available beyond three years

Beyond Standard Support

NVIDIA offers a wide selection of fee-based services and support for teams using NVIDIA DGX systems that can be purchased at any time. These services are only eligible for solutions with an active NVIDIA Enterprise Support contract.

Extended Support

Service	Description
Business Critical	All support referenced in NVIDIA Enterprise: ➤ Business Standard Support ➤ Live NVIDIA agent access 24/7 ➤ One-hour initial response for Severity 1 issues 24/7 ➤ Two-hour initial response for Severity 2 issues 24/7 ➤ Labor onsite for FRUs

Value-Add Support Services

Service	Description
<u>Technical Account Manager (TAM)</u>	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.
<u>Premier Technical Account Manager (PTAM)</u>	Access to an NVIDIA service relationship manager, a PTAM, who works as a liaison between customers and NVIDIA's elite technical resources. PTAMs support and manage two or more NVIDIA product families.
<u>Media Retention Services</u>	Allows customers with sensitive data protection requirements to retain products during an RMA action.
<u>Onsite Spares Service Program</u>	Allows customers to purchase select spares to augment their standard service agreement.

NVIDIA Infrastructure Services (NVIS)

Service	Description
Implementation	Custom installation and deployment of the DGX platform with expanded knowledge of NVIDIA networking solutions.

Education Services

Service	Description
<u>AI Infrastructure and Operations Fundamentals</u>	A self-paced course designed for enterprise IT professionals and administrators.
<u>NVIDIA-Certified Associate - AI Infrastructure and Operations</u>	This certification is an entry-level credential that validates the foundational concepts of AI computing related to infrastructure and operations.

Administration Courses

An instructor-led course designed to help customers administer their DGX systems. Available in private or public settings.

- > DGX SuperPOD™ Administration
 - > DGX BasePOD™ Administration
 - > **DGX Systems Administration:** private workshop or public bootcamp
 - > **NVIDIA AI Enterprise Administration:** public training
 - > **Base Command Manager Administration:** private workshop
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Ready to Get Started?

For information about these services, please visit the DGX Support page at:

nvidia.com/en-us/data-center/dgx-systems/support/

Or contact enterpriseservices@nvidia.com

To renew your DGX Support contact
RenewalSales@NVIDIA.com

¹ Next business day service may not be available in all regions. Please contact your local sales representative for availability.

² NVIDIA DGXperts are AI-fluent practitioners composed of solutions architects, engineers, and the wider NVIDIA organization, who have built a wealth of experience over the last decade to offer prescriptive guidance and advice to help DGX customers fast-track AI transformation.

