NVIDIA DGX SYSTEMS
ENTERPRISE SUPPORT SERVICES

NVIDIA DGX™ Systems Enterprise Support Services provide you with comprehensive system support and access to NVIDIA's optimized AI software stacks. Get the most out of your NVIDIA DGX system and streamline AI experimentation by leveraging containerized application management, performance monitoring, and software updates.

NVIDIA DGX products must be purchased with a mandatory NVIDIA DGX Systems Enterprise Support Services contract. Service terms may vary by model.

Entitlement	NVIDIA DGX Systems Enterprise Support Services
Service Terms	> Available in three-, four-, or five-year terms[1] > Annually renewable
Entitlements	> Lifecycle support for NVIDIA DGX systems hardware and software > Direct communication with NVIDIA technical experts
Onsite Hardware Support	> Onsite field-replaceable unit (FRU) replacement[2] > Advanced return merchandise authorization (RMA) for next-business-day delivery[3]
Remote Hardware Support	> Remote hardware support, including diagnostic tools to bring systems back to fully functional
Remote Software and Container Support	> Support for the operating system (OS), drivers, and firmware > Services for **select NVIDIA containers** and models available from NGC™, including powerful sharing and collaboration features
Software Updates and Upgrades (exclusive to contract customers)	> Access to the latest OS, drivers, and firmware and upgrades
DGXperts and Curated Content Access (exclusive to contract customers)	> Quick answers on AI problems from DGXperts[4] > Access to webinars, special events, and other curated content

[1] Available on NVIDIA DGX A100 and DGX Station A100 only

[2] Not applicable to DGX Station or DGX Station A100

[3] Next business day service may not be available in all regions. Please contact your local sales for availability

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

Support Availability	> Cases accepted for remote support 24/7
	> Escalation support during customer's local business hours (9 a.m.–5 p.m., M–F)
	> Direct access to NVIDIA support engineering for timely resolution of customer-specific issues
	> Enhanced partner interaction on issues
	> Early view into upcoming bug fixes and releases
Case Logging	> Comprehensive enterprise support:
	> Portal (for optimum experience)
	> Phone
	> Email
	> Limited local language support available
Portal Access Benefits	> Full access to a knowledge base via the portal, including:
	> Insight into which knowledge base articles, tips, and tutorials are trending and proven most valuable
	> View of current and past issue history
	> Salesforce.com features such as intelligent knowledge base prompts supporting enhanced search capabilities
Incremental Service Options	Additional service offerings are available upon request. For more information, email **enterpriseservices@nvidia.com**

Recommended Value-Added Services

NVIDIA DGX A100 Media Retention Datasheet

NVIDIA DGX-2 Media Retention Datasheet

NVIDIA DGX-1 Media Retention Datasheet

Contact Information

For additional information about these services, please contact **enterpriseservices@nvidia.com**

NVIDIA.