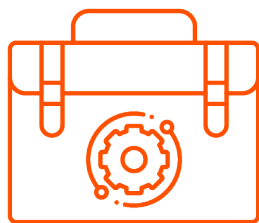**Highlights**

- End-to-end installation, integration, upgrade, and decommissioning
- Proactive 24x7 support
- Pure1® monitoring and assistance

Flexibility

- Remote, do-it-yourself, or turnkey services
- Work with Pure Professional Services team or partners to implement on your schedule

Outcomes

- Fully integrated flash storage solution deployment or upgrade
- Knowledge transfer for rapid adoption and operation

DATA SHEET

Installation, Upgrade, and Decommissioning Services

Services to get your data services up and running and keep them performing at their peak.

Pure Storage® solution services are simple and cost-effective, ensuring that you get the full benefits of your Pure solutions quickly and effectively. Our services include installation, integration, non-disruptive upgrade, and eventual decommissioning. While all Pure solutions can be installed and upgraded without Pure Professional Services, it may make sense for your organization to rely on our experts and proven processes. Pure Professional Services and our partners can provide these services on a global basis, with remote delivery for selected services.

Customer Experience Over the Life of Your Data Services

Pure Professional Services enables you to realize the full value of your Pure investments, including FlashArray™ and FlashBlade®. As an integral part of the Pure Customer Experience (CX) team, we engage with organizations to evaluate, activate, and innovate your IT solutions in all phases of the technology lifecycle.

- Our Installation and Integration service is designed to quickly activate the full potential of your Pure solutions. Our installation services include pre-implementation planning, hardware installation, Purity OS initialization, SAN and network connectivity, and knowledge transfer. We also integrate your Pure solutions with other IT systems.

- Pure's non-disruptive upgrade (NDU) service delivers a seamless storage upgrade for FlashArray and FlashBlade. The NDU services include pre-

implementation planning, hardware installation, Purity OS initialization, SAN and network connectivity, knowledge transfer, and controller return.

- Decommissioning removes data from FlashArray and FlashBlade systems so that it cannot be recovered. The decommissioning service includes scoping and planning, securely wiping the data from the arrays, validating that the data has been removed, and certifying erasure compliance.

All these services can be performed by Pure Professional Services or by our reseller partners. Partners that provide these services have been trained by Pure Performance, Education, and Knowledge (PEAK) instructors.

Installation, Integration, Upgrade, and Decommissioning Services Stages

Stage	Owner	Main Actions	Delivery Method
Pre-planning	Pure Storage, customer, partner (if applicable)	- Provide customer planning guidance and service checklist. - Gather relevant information. - Schedule site survey, if required.	Teleconference, email
Planning and Document Completion	Pure Storage, customer, partner (if applicable)	- Review completed documents. - Review site survey information. - Allocate a Pure resource and formally schedule an onsite install. - Request data center access and open required support tickets.	Teleconference, email, physical site survey (if needed)
Installation, upgrade, or decommission	Pure Storage, customer, partner (if applicable)	Execute service per service brief, site survey, and service checklist.	Customer site, data center site
Post-engagement	Pure Storage, customer, partner (if applicable)	- Execute post-engagement health checks with Pure Support leads, Pure1 monitoring, and proactive support activation. - Knowledge transfer.	Customer site, data center site

How to Order

Service Offering	Service SKU	Use Case
FlashArray Install	PS-FLASHARRAY-INSTALL	Installation of any Pure FlashArray system (non-XL)
FlashArray//XL Install	PS-FLASHARRAY-XL-INSTALL	Installation of any Pure FlashArray//XL system
FlashArray-3xx/4xx to //M	PS-FLASHARRAY-to-M-UPGRADE	Use for a FlashArray 300/400 to //M upgrade
IntraSeries //M to //M	PS-INTRASERIES-M-UPGRADE	Use for a FlashArray//M to //M upgrade
Forever Flash Renewal	PS-FLASHARRAY-FF-RENEWAL-UPGRADE	Use for Forever Flash renewal upgrade
FlashArray Decommission	PS-FLASHARRAY-DECOMMISSION	Removing a FlashArray system

Service Offering	Service SKU	Use Case
FlashArray Relocation	PS-FLASHARRAY-RELOCATION	Move FlashArray systems between data centers
FlashBlade Install	PS-FLASHBLADE-INSTALL	Standard FlashBlade installation
FlashBlade NDU	PS-FLASHBLADE-BLADE-ADD	Adding a blade to a FlashBlade system
FlashBlade Decommission	PS-FLASHBLADE-DECOMMISSION	Removing a Pure FlashBlade system
FlashBlade Relocation	PS-FLASHBLADE-RELOCATION	Move FlashBlade system between data centers

About Pure Professional Services

Whether you are planning your next-generation storage system, need specialized know-how for a major storage deployment, or want to optimize the investment in your digital transformation, Pure Professional Services and our partners have the expertise to assist. Discover how your IT environment can achieve the outcomes that matter most to your business. Contact your local Pure sales representative or visit www.purestorage.com.