



## DATA SHEET

# Pure Residency Services

Unleash the power of your Pure Storage® Modern Data Experience™ investment.

### Leverage Pure Expertise

- Accelerate time to value
- Gain rapid access to specialized skills and expertise
- Enhance performance and mentor your IT team

### Enhance IT Flexibility

- Complement your IT organization
- Remote or onsite service delivery
- Complements Pure's Business Critical Services (BCS)

Pure Residency Services offers a flexible and rapid solution to support your transition from legacy storage systems to Pure Storage's next-generation data management solutions. By incorporating Pure's proven data management expertise and capabilities with your team, you can maximize your Pure investments—accelerating your technology transitions, addressing challenges, and scaling your operations.

## The Power of Pure Expertise

Every Pure Residency Service engagement begins with understanding your IT goals and priorities. By leveraging Pure expertise with your team, you can accelerate your data modernization priorities.

## Key Benefits

Pure Residency Service offerings give you:

- Deep technical expertise integrating and supporting Pure and other data storage environments
- Accelerated time to value in transitioning your environment to new features and capabilities
- Enhanced operational administration and optimization guidance
- Regular communication on progress with targeted focus areas

Let us help you quickly realize your Modern Data Experience. Get started by contacting your Pure representative to discuss your specific needs.

## Residency Services Offerings

Pure Residency Services offer the following services to cover your technology, transition, and operational needs.

Service	Focus
Technology Services	Accelerated issue resolution:
	<ul style="list-style-type: none"> <li>• Delivers troubleshooting assistance and provides technical details for probable cause analysis.</li> <li>• Performs reviews on current configuration(s) with your IT team to diagnose technical issues.</li> <li>• Manages escalated issues, serving as your technical advocate.</li> <li>• Coordinates efforts to resolve issues and provides escalations to gain faster resolution and reduce unplanned downtime.</li> <li>• Provides informal knowledge transfer to your IT team.</li> </ul>
Transition Services	Transition planning and acceleration:
	<ul style="list-style-type: none"> <li>• Reviews configuration and environment with your IT team.</li> <li>• Performs evaluations of new features and functionalities with your IT team.</li> <li>• Performs gap analysis on your IT team to understand skill development needed to become operationally proficient.</li> <li>• Responds to and clarifies questions on impact to daily operations of new technology.</li> <li>• Provides informal knowledge transfer of new technology specific to your environment.</li> <li>• Provides interactive info sessions to prepare your IT team for operational responsibilities.</li> </ul>
Operational Services	Infrastructure administration:
	<ul style="list-style-type: none"> <li>• Performs daily operations and workflow change management.</li> <li>• Provides storage provisioning, configuration, and management.</li> <li>• Offers guidance for implementing upgrades, patches, and updates.</li> <li>• Performs routine preventive maintenance and proactive management of specified technology.</li> <li>• Supports escalations to accelerate problem resolution.</li> </ul>
Enhanced Operational Services	Infrastructure optimization:
	<ul style="list-style-type: none"> <li>• Advises on environment evolution, technology direction, and future state.</li> <li>• Provides storage infrastructure management strategies and solutions.</li> <li>• Recommends product features and integrated functionality.</li> <li>• Advises on storage infrastructure configuration and environment leading practices.</li> <li>• Provides informal knowledge transfer to your IT team.</li> <li>• Recommends Pure Education in areas that may be beneficial.</li> </ul>

## Flexibility Delivered

When your IT team needs to rise above evolving technical, transition, and operational challenges, call on Pure Residency Services to accelerate time to value, fill expertise gaps, and get the results you are looking to achieve.

## How to Order

Pure Residency Services are tailored to fit your specific needs. Please reach out to your regional Account Executive, contact the Services Sales Desk via [email](#), or visit our Slack Channel [#ServiceSalesDesk](#).



## About Pure Storage 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 Storage Professional Services and our certified 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](http://www.purestorage.com).

All Pure Storage Professional Services are subject to the terms of the Professional Services Addendum which forms part of and supplements the Pure [End User Agreement](#) (or other written agreement covering the same subject matter executed by Pure).

## Additional Resources

- Learn more about [Pure Professional Services](#).

[purestorage.com](http://purestorage.com)

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