



DATA SHEET

Pure Storage Business-Critical Services for Portworx

Unleash the power of your Pure Storage investment

Comprehensive account management

- Return of valuable IT management cycles to your organization
- Faster ROI and time-to-value with Pure Storage all-flash infrastructure

Flexibility and support

- Project scheduling without business disruption
- Clear ownership of open-case analysis and escalation resolution

Success guidance

- Strategic roadmap for critical goals, key milestones, priority actions, and success measures
- Guidance on advanced deployment topics
- Knowledge transfer, including product feature overviews

Learning and education

- Access to on-demand Portworx training content
- Virtual instructor-led classes and certification exam vouchers for eligible service tiers

Innovative, growth-focused companies use containers and Kubernetes to support their applications, making them simpler and scalable. Even with Kubernetes, DevOps teams are challenged to embed persistent storage in container-based apps. Portworx® by Pure Storage® solves this challenge with persistent storage that is simple, scalable, and secure. It provides data services with built-in reliability and efficiency features.

Expert services for business-critical Portworx environments

Managing and supporting your Kubernetes and storage infrastructure can consume precious IT resources. This effort requires deep expertise in lifecycle planning, capacity management, upgrade management, monitoring, reporting, data protection, and support case management. Pure Storage Business-Critical Services for Portworx provides designated resources and a personalized, success-focused approach. The service deliverables include a Pure Storage customer success manager (CSM) and designated support engineer (DSE) for critical account management and support expertise tailored to your specific needs.

By combining Business-Critical Services for Portworx with Pure Storage Performance, Education, and Knowledge (PEAK) training, you get both a designated Portworx success team and a trained internal user base—accelerating adoption, reducing risk, and unlocking more value from your investment.

The end user experience

Business-Critical Services for Portworx empowers you to realize the full value of your IT investments. As an integral part of the Pure Storage Customer Experience (CX) team, we engage with you directly to evaluate, activate, and innovate your IT solutions.

The world-class Business-Critical Services team at Pure Storage is composed of some of the most experienced cloud-native experts in the industry. Business-Critical Services for Portworx helps you simplify and accelerate your application deployment and scaling readiness. Our designated resources continually drive proactive Portworx and Pure Storage success guidance, education, insights, support, and expertise.

PEAK integrated learning and education services are offered in tiers aligned with environment complexity. All tiers include unlimited, on-demand access for one year to all Portworx-related content as well as Data Storage Associate certification training. Tiers 2 and 3 add a virtual instructor-led Portworx class for five and 10 learners, respectively, as well as certification vouchers so specialists can validate their skills and stay current as the platform evolves. Our education services empower you to build a broader community of certified Portworx experts across your organization.

Your CSM works closely with Portworx support engineers and support leadership to escalate customer priority cases and drive rapid service request resolution. They also provide comprehensive communication and feedback through reporting to your practitioners and leadership. Partnering with your CSM, the DSE develops a deep understanding of your Portworx environment, apps, and overall procedures to ensure your support experience delivers maximum efficiency.

Deliverables for Business-Critical Services for Portworx

Table 1 summarizes the deliverables included in Business-Critical Services for Portworx.

Service	Description	Delivery
Custom support procedures	Details on customer-specific Pure Storage support contacts, tools, and websites	Teleconference, email, customer site
Open-support-case analysis	Detailed root-cause analysis and actions, recommendations, and time to resolution	Sev1: 24x7x365 (ongoing as required) Sev2-4: Daily
UX design participation	Active input into upcoming features and products based on user experience via direct communication with our Product Management team	1- to 2-hour remote or onsite interview
Customer pilot program	Early access to beta features and releases and participation in the development of Portworx products before GA release	Pilot programs advertised during regular success calls and coordinated as required with customer
Regular success calls	Weekly, biweekly, or monthly success calls to track ongoing status, conduct case reviews, and highlight new use cases and features	Coordinated as required by customer
Success planning	Work with your CSM to create a bespoke success plan that defines and tracks the benefits of your Portworx purchase, as defined by business KPIs	Ongoing, collaborative initiative
Special handling instructions	Developed for your environment during onboarding and updated as required	Weekly, monthly, and quarterly or upon customer request
Portworx upgrade planning	Best practice reviews and custom coverage plans	Coordinated as required by customer
Portworx feature overviews	Demos and workshops on newly released and upcoming Portworx features and products	Based on specific customer environment, requirements, and new software product release schedules
Roadmap strategy sessions	Get the latest insights on the Portworx 12-month roadmap and what is driving the decisions behind it	Biannually or annually depending on customer requirements
Product feature requests	Facilitation and prioritization of any product feature requests or improvements that are identified as part of the engagement, with regular updates from the CSM	As required by the customer and identified by the CSM



Get-well plans	Remediation plans for addressing critical or numerous issues to ensure rapid, effective, and coordinated responses from all internal teams	As required and as issues are identified by the CSM
PEAK for Tier 1: On-demand	Access to all Portworx on-demand training and Data Storage Associate prep content	Annually
PEAK for Tier 2: On-demand + virtual instructor-led training (5 users)	Same as Tier 1 plus 10 certification vouchers and one virtual Portworx instructor-led training for 5 learners per year	Annually
PEAK for Tier 3: On-demand + virtual instructor-led training (10 users)	Same as Tier 1 plus 20 certification vouchers and one virtual Portworx instructor-led training for 10 learners per year	Annually

TABLE 1 Deliverables for Business-Critical Services for Portworx

How to order

Pure Storage tailors Business-Critical Services for Portworx to fit your specific needs. For ordering information, contact your local Pure Storage sales representative or visit www.purestorage.com.

About Pure Storage Services

As an integral part of the Pure Storage CX team, Business-Critical Services engages with your organization throughout the journey to transform your data services. Whether you are planning your next-generation storage system, need specialized know-how for major storage deployment, or want to optimize the investment in your digital transformation, Pure Storage Services and Pure Storage authorized resellers have the expertise to assist. Discover how your IT environment can achieve the outcomes that matter most to your business by contacting your local Pure Storage sales representative or visiting www.purestorage.com.

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

