



DATA SHEET

Pure Storage Business Critical Services for Portworx

Unleash the power of your Pure Storage investment.

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.

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. Business Critical Services (BCS) from Pure Storage for Portworx provides designated resources and a personalized success-focused approach. As part of the service deliverables, you can rely on a Pure Storage customer success manager (CSM) and designated support engineer (DSE) for critical account management and support expertise tailored to your specific needs.

The End-user Experience

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

Comprehensive Account Management

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

Flexibility and Support

- Schedule projects without disrupting business
- Ownership for 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

Pure Storage’s world-class Business Critical Services team 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 success guidance, education, insights, support, and expertise. Your CSM works closely with Pure Storage support engineers and other functional experts to drive rapid service request resolution and provide comprehensive communication and reporting. 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.

Sample Deliverables for Business Critical Services for Portworx

Service	Task	Delivery Method
Custom Support Procedures	Details on customer-specific Pure support contacts, tools, and websites	Teleconference, email, customer site
Open Support Case Analysis	Detailed root cause analysis and actions, recommendations, time to resolution	Sev1: 24x7x365; ongoing as required Sev2-4: Daily
UX Design Participation	Actively input into the user experience of upcoming features and products via direct communication with our Product Management team	1-2 hour remote or onsite interview
Customer Pilot Program	Obtain early access to beta features and release and participate in the development of Portworx products before GA release	Pilot programs advertised during the regular success calls and coordinated as required with the customer
Regular Success Calls	Weekly, bi-weekly, 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 which will define and track the benefit of your Portworx purchase, as defined by the business KPIs	Ongoing, collaborative initiative
Special Handling Instructions	Developed for your environment during onboarding and updated as required	Weekly, monthly, quarterly, and/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 SW product release schedules
Roadmap Strategy Sessions	Get the latest insights on the Portworx 12-month roadmap and what is driving the decisions behind it	Bi-annually or annually depending on customer requirements
Product Feature Requests	Facilitate and prioritize 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/or identified by the CSM
Get Well Plans	Implement remediation plans if critical or numerous issues are seen to receive rapid, effective and coordinated responses from all internal teams	As required and/or issues are identified by the CSM

How to Order

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

About Pure Storage Services

As an integral part of the Pure Customer Experience (CX) team, we engage with your organization throughout your 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 Services and our Pure authorized resellers 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.

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 covering the same subject matter executed by Pure Storage, Inc.).

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