



DATA SHEET

Pure Storage Customer Success

Realize all the business value from your storage-as-a-service subscriptions with Pure Customer Success.

Highlights

- Designated storage-as-a-service advocate across your subscriptions
- Onboarding, training, adoption, monitoring, and subscription utilization

Flexibility

- Proactive monitoring communications that fit your needs
- Balancing and expansions at the right time for optimized subscription usage

Outcomes

- Accelerated ROI and time-to-value

In today's complex environment, IT teams often need an expert advocate to optimize data systems across their organization.

When you use Pure Storage® Evergreen//One™, Evergreen//Flex™, or Pure Cloud Block Store™, you get a storage-as-a-service subscription designed to mitigate IT risk through financial flexibility and operational agility, all optimized for your specific needs. We designed our storage-as-a-service subscriptions to include a designated Pure Storage customer success manager (CSM) committed to optimizing your subscription usage and ensuring you achieve your storage subscription business objectives.

Customer Success Managers

A CSM is a storage-as-a-service expert that provides onboarding facilitation and management, training, lifecycle planning, monitoring, proactive communications, and usage optimization to ensure you're getting the most value out of your subscriptions. No matter what size deployment you have, you can rely on your Pure Storage CSM for the expertise to support your unique storage objectives.

The End-user Experience

The CSM is your storage-as-a-service subscription advocate. As a member of the Pure Storage Customer Experience team, they collaborate across all your Pure Storage touchpoints to uncomplicate how your IT team manages your Pure data services. The CSM knows the objectives you are trying to achieve and collaborates with you on capacity planning, balancing, optimization, expansions, and upgrades to meet them. They oversee all onboarding and adoption activities associated with your subscriptions and will train your team on how to best use Pure1®, our AI Ops platform and single interface used to

manage all your storage arrays. Your CSM proactively monitors and provides solutions to make sure your storage is optimized and you're getting the most out of your subscription. The CSM ensures you realize the value of your IT investment in a Pure Storage subscription service, plain and simple.

Utilizing Pure Storage Customer Success provides:

- Frictionless and transparent onboarding and adoption to get you realizing value quickly
- Proactive monitoring of your storage-as-a-service infrastructure so you can focus on other activities
- Optimized subscription usage so you get the most return on your investment

Don't Take Our Word for It

Pure Storage is proud of our certified net promoter score (NPS) that is the highest in the industry. It means that our customers feel so happy with their Pure Storage experience that they would recommend us to their friends or colleagues. Pure Customer Success is a big part of our industry-leading NPS.

About Pure Storage Customer Success

Your CSM is part of the world-class Pure Customer Experience team (CX) at Pure Storage, an organization that includes Professional Services and Technical Services. As an integral part of the Pure CX team, we engage with your organization throughout your storage-as-a-service journey to ensure that all your objectives are being met. Our dedicated and talented CSMs and CS Operations teams are in every geography and operate regionally to deliver the experience you expect from your trusted partner.

For more information on what Customer Success can do as part of the Evergreen//One, Evergreen//Flex, or Pure Cloud Block Store subscriptions, contact your local Pure sales representative or visit <http://www.purestorage.com>.

purestorage.com

800.379.PURE

