



DATA SHEET

Pure Service Account Manager

Realize all the business value from your Pure data environment with a Service Account Manager.

Highlights

- Comprehensive communications on the status of business goals and large-scale data services projects
- Strategy, communication, and management strength

Flexibility

- Proactive communications for complex and large-scale environments
- Communicates across the organization to update and coordinate data system strategy

Outcomes

- Accelerated ROI and time-to-value
- Coordinate data system projects across organization and geography

In a today's complex environment, IT teams often need an expert advocate to optimize their data systems across their organization. A designated Service Account Manager (SAM) from Pure Services delivers strategy, communication, and management strength to your team.

A SAM drives service value delivery as a data system advocate and provides proactive communications across your organization. This effort requires deep expertise in storage lifecycle planning, capacity management, upgrade management, monitoring, reporting, and data protection. If you have a sizeable or complex deployment of Pure Storage® solutions, you can rely on a Pure SAM for critical data environment management expertise tailored to your specific needs.

The End-user Experience

Pure Services helps you realize the value of your IT investments. The SAM is a senior member of the Pure Services team for large, complex organizations. Your IT environment will have a designated SAM who knows you and your data systems. They will oversee all technology adoption and onboarding initiatives associated with your Pure solutions. The SAM is often part of the world-class Business Critical Services team at Pure Storage. As an alternative to Business Critical Services, a SAM operates as a standalone resource. Our goal is to uncomplicate how your IT team works to manage your Pure data services.

The SAM Service from Pure Services provides the following outcomes:

- A central point of contact for support and management activity
- Flexible reporting on projects and business success criteria

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

About Pure 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 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).

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