



## DATA SHEET

# Pure Business Critical Services

Unleash the power of your Pure Storage Investment.

### Highlights

- Premium, proactive support services
- Designated team that knows your network and you
- Returns valuable IT management cycles to your organization

### Flexibility

- Monitoring and reporting on your schedule
- Schedule projects without disrupting your business

### Outcomes

- Fast, customized resolution for events and support tickets
- Accelerated ROI and time-to-value with Pure all-flash infrastructure
- Monitoring your storage estate for health, performance, and updated software versions

The management and support of your storage infrastructure can consume precious IT resources. This effort requires deep expertise in storage lifecycling planning, monitoring/reporting, data protection, and support case management. If you have a sizeable deployment of Pure Storage® portfolio solutions, you can rely on a Pure Service Account Manager (SAM) and Designated Support Engineer (DSE) to have expertise tailored to your specific needs.

### The End-user Experience

Pure Services helps you realize the value of your IT investments. Pure Services' world-class Business Critical Services (BCS) team comprises of some of the most experienced storage experts in the industry. They leverage the AI-driven Pure1® cloud-based management and support platform for predictive intelligence on array health and resource utilization as you scale. The designated Pure team delivers a level of customer support that is unmatched in the industry. With an active BCS contract, you will never be denied support. Our goal is to uncomplicate how your IT team works to manage your Pure data services.

BCS provides the following:

- A designated team with a deep understanding of your IT environment, apps, and procedures
- Rapid service request resolution
- Proactive identification and opening of service requests
- Comprehensive communication and reporting on array health, events, and performance

- Proactive analysis and priority access to critical software updates, upgrades, and security patches impacting array estate and security vulnerabilities
- Proactive access to our recommended practices, reference architectures, knowledge transfer, automation and operations guidance, and storage architecture initiatives
- An optional Technical Account Manager (TAM) providing technical leadership, advocacy, and optimization guidance for your Pure data and storage architecture and solutions

Pure tailors Business Critical Services to fit your specific needs. For ordering information contact your local Pure sales representative or visit [www.purestorage.com](http://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](http://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).

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

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