

PROFESSIONAL SERVICES DATA SHEET

**Comprehensive Account Management**

- Returns valuable IT management cycles to your organization
- Provides management to more than 60% of Pure's largest customers

Flexibility

- Enables you to schedule projects without disrupting your business

Positive Outcomes

- Accelerates ROI and time-to-value with Pure all-flash infrastructure

Pure Business Critical Services

Unleash the power of your Pure Storage® Modern Data Experience™ investment.

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

The Customer Experience

Pure Professional 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.

Pure Storage's world-class Business Critical Services 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 Pure team delivers a level of customer support that is unmatched in the industry.

Your SAM works closely with Pure support engineers and other functional experts to drive rapid service request resolution and provide comprehensive communication and reporting.

The DSE, a senior member of Pure's technical support team, works with you to develop a deep understanding of your IT environment, apps, and procedures.

Business Critical Services: Sample Deliverables

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
Active Array Inventory	Report on active array IDs, Purity software versions, serial numbers, physical location, asset description, end of maintenance	Weekly, monthly, quarterly, and/or upon customer request
Estate Health Report	Connected host names, number of volumes, primary controllers, usable TBs, percentage full, snapshot TBs, data-reduction rates, array configuration	Real-time Pure1 reports
Pure1 Array Performance	Average read/write bandwidth (MBs/sec), average number of reads/writes (IOPs), average read/write latency (ms), average queue depth	Weekly, monthly, quarterly, and/or upon customer request
Pure1 Proactive	Red, yellow, green review of array estate, balanced over/under utilized, unbalanced over/under utilized	Weekly, monthly, quarterly, and/or upon customer request
Special Handling Instructions	Developed with customer during onboarding and updated as required	Weekly, monthly, quarterly, and/or upon customer request
Pure Upgrade Planning	Best-practice reviews and custom coverage plans	Coordinated as required by customer
Pure Product Updates and Tools	Live demos and presentations in conjunction with Pure Support, Engineering, and Technical Marketing	Based on specific customer environment, requirements, and new HW/SW product release schedules

*Onsite support is subject to local regulations and guidelines.

How to Order

Pure tailors Business Critical Services to fit your specific needs. Please reach out to your regional Services Sales lead or contact the Services Sales Desk via email.

About Pure Storage Professional Services

Whether you're planning your next-generation storage system, need specialized know-how for a major storage deployment, or want to optimize the investment in your digital transformation, Pure Storage Professional Services and our certified partners 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.

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