SERVICE BRIEF

Pure Storage FlashArray Relocation Support Service

Securely relocate your Pure FlashArray.

Pure Storage® FlashArray™ is the first all-flash, 100% NVMe shared accelerated storage designed for mainstream enterprise deployment. From time-to-time End Users may want to securely relocate their FlashArray, for various reasons. The Pure Services team can plan and execute this Service and work hand-in-hand with End Users to ensure success from start to finish.

The End User Experience

Pure Services exist to enable you to realize the value of your IT investments. As an integral part of the Pure Customer Experience (CX) team, we engage with organizations to evaluate, activate, and innovate their IT solutions. Performed by engineers who know Pure products inside out, FlashArray Relocation Service de-risks the process and works hand-in-hand with End Users to ensure success.

Pure Professional Services follows a strict methodology for relocating a Pure Storage FlashArray. From the initial scoping call to constructing a plan and understanding all the constraints and dependencies on-site at the various locations to perform a safe and correct relocation.
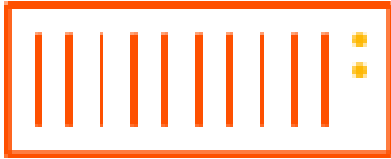
Highlights

- Support relocation of FlashArray.

Flexibility

- Work with Pure Services team to implement according to your schedule.

Outcomes

- Securely support relocating your FlashArray.

Service Overview

Stage	Owner	Task	Delivery Method
Pre-planning	Pure, End User, Pure authorized reseller (if applicable)	Gather pre-relocation information Review Site Survey Requirements (Power, rack unit availability) Perform a health check of the array Address any product discrepancies that may be identified (FC vs. iSCSI, additional cables/cards) Confirm the scheduled maintenance window Order packing materials as necessary	Video conference, email, End User site, data center site
Planning & Document Completion	Pure, End User, Pure authorized reseller (if applicable)	Review completed document and site survey information Request data center access/open required tickets	Video conference, email, Site Survey
Relocation Preparation & Installation	Pure, End User, Pure authorized reseller (if applicable)	Pure Storage Professional Services will carry out the following activities: **Origin Site:** • Conduct a health check the array • Fully label components and cables • Power down array, disconnect cabling and remove from rack • Safely package the array and relevant parts **Target Site** • Rack, cable and power up the array • Reconfigure as required and validate connectivity • Perform final health check	End User site, data center site
Post-relocation	Pure, End User, Pure authorized reseller (if applicable)	Execute post-relocation health checks with Pure Support leads	End User site, data center site

End User Responsibilities

- Respond in a timely manner and in any event within the times and dates necessary to enable Pure to perform its obligations.

- Arrange for the shipment of the array between sites, including all Shipping, Insurance, Customs and Export responsibilities. End User is responsible for all fees associated with the shipment between sites.

- Provide End User information/data to Pure. End User is responsible for the accuracy and completeness of all information it provides.

- Prove access to appropriate End User personnel (with the relevant skill and knowledge) and facilities of End User and shall notify Pure personnel in writing of any special health and safety hazards of which End User is or has become aware which may exist or arise at End User site which may affect Pure personnel and or the performance of Services and Deliverable listed herein.

- Where work is required to take place in sensitive areas or locations subject to access controls, End User shall (i) make Pure aware of any access restrictions and (ii) define and implement arrangements that End User deems acceptable to ensure the security and access protocol checks on personnel engaged on works in such areas.

- End User shall be responsible for maintaining disaster recovery processes and all necessary back-ups so that End User can reinstate any data in the event of a disaster including a disaster involving disruption or outage of communications, power or other utilities. Pure does not provide disaster recovery services and takes no responsibility for any loss or interruption of data.

- Where End User requires Pure personnel to comply with its reasonable site policies whilst at the End User site, End User shall provide written notification of such policies to Pure personnel prior to such Pure personnel attending such End User sites.

- Have rack and power (PDU) locations designated for system components at target site.

- Provide Management, Replication, iSCSI and/or FC connections to the designated location of the FlashArray for connection to the array at target site

- Configure SAN (iSCSI /FC) and management network fully at target site.

- Provide any needed connectivity cables from the SAN, management network to the rack location at target site.

Out of Scope

- Shipment / Physical relocation of the array between sites.

- Any Scripting changes: Script changes for provisioning storage or any scripting or any software code changes are out of scope.

- Any Data erasure and decommissioning of legacy arrays: Any erasure of data on the source arrays is out of scope.

- The shutting down of any hosts connected to the array at the beginning of the maintenance window or migrating any data to alternative storage.

- Backing up any data on the array. Pure is not responsible for any data loss resulting from relocation.

- Anything not explicitly set-out in this document or an applicable SOW is out of scope.

Scoping Assumptions

- This Service must be consumed within 180 days from the order being accepted by Pure, at which point it will expire. Upon expiration, no refunds of prepaid Services fees will be provided.

About Pure's Services

Whether you are 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's 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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