



DATA SHEET

FlashArray Remote Installation Service

Remote installation and validation of your FlashArray

Highlights

- Comprehensive, remote FlashArray installation
- Proactive CloudAssist support (24x7)
- Pure1® continuous monitoring and assistance

Flexibility

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

Outcomes

- Fully Integrated flash solution
- Knowledge transfer for rapid adoption and operation
- Pure1® Support activation and monitoring

Pure Storage® FlashArray™ is the first all-flash, 100% NVMe shared accelerated storage designed for mainstream enterprise deployment. Depending on the circumstances, you may not always be able to provide access to secure data centers for third-party installation teams. When on-site installation access is unavailable, the Pure Storage® Professional Services team can provide a remote, guided service to ensure a successful installation.

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 to evaluate, activate, and innovate your IT solutions.

Pure Professional Services provides a methodology for supporting remote deployment and configuration the FlashArray//X and FlashArray//C series. We guide you through the installation and remotely support you in initializing the FlashArray. The Remote Installation Service includes:

- **Pre-implementation planning:** Our Professional Services team will conduct a discovery session to review your environment, confirm configuration details, and schedule the install.
- **Pure OS initialization:** Using videoconferencing facilities, we assist you in completing the array configuration. Pure will perform a complete health check, configuration, and hardware tests to validate correct installation of the array.
- **SAN and network connectivity:** Our team will assist you in configuring and providing connectivity to FC and/or iSCSI SAN networks along with FC zoning configuration.

- **Knowledge transfer:** After installation, a Pure Engineer will work with your team to review our management GUI, configure hosts/volumes, enable a Remote Assist session, and walk through the Host Best Practice guides.

FlashArray Remote Installation Service Deliverables

Stage	Owner	Task	Delivery Method
Pre-planning	Pure Storage, customer, partner (if applicable)	Send installation checklist. Gather pre-installation information.	Video conference, email
Planning and Document Completion	Pure Storage, customer, partner (if applicable)	Review site information and identify installation methodology. Allocate a Pure resource and formally schedule remote install.	Videoconference, email
Installation	Pure Storage, customer, partner (if applicable)	Perform remote installation steps and configuration with the customer.	Video conference, email
Post-installation	Pure Storage, customer, partner (if applicable)	Execute post-installation health checks with Pure Support. Lead customer through GUI overview and provide knowledge transfer.	Video conference, email

How to Order

Service Offering	Service SKU	Use Case
FlashArray Remote Installation	PS-FLASHARRAY-REMOTE-INSTALL	Remote Installation of a FlashArray

About Pure Storage Professional 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 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.

©2020 Pure Storage, Inc. All rights reserved. Pure Storage, Pure1, Pure1 Meta, Pure-On-The-Go, the P Logo, AIRI, the AIRI logo, CloudSnap, DirectFlash, Evergreen, FlashBlade and FlashStack, and ObjectEngine are trademarks or registered trademarks of Pure Storage, Inc. in the U.S. and other countries. All other trademarks are registered marks of their respective owners.

The Pure Storage products and programs described in this documentation are distributed under a license agreement restricting the use, copying, distribution, and decompilation/reverse engineering of the products. No part of this documentation may be reproduced in any form by any means without prior written authorization from Pure Storage, Inc. and its licensors, if any. Pure Storage may make improvements and/or changes in the Pure Storage products and/or the programs described in this documentation at any time without notice.

THIS DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. PURE STORAGE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Pure Storage, Inc., 650 Castro Street, #400, Mountain View, CA 94041

purestorage.com

800.379.PURE



PS1107-01 03/2020