



#### Leverage Pure Storage Expertise

- **Accelerate time to value**
- **Gain rapid access to specialized skills and expertise:** Dedicated resource available
- **Enhance performance and mentor your IT team:** Hands-on troubleshooting, case management, and active oversight of federal data protection

#### Enhance IT Flexibility

- **Complies with your IT Organization** via DD254 or equivalent documentation
- **Remote or Onsite service delivery:** On-site health checks, manual upgrades of Purity software, routine system maintenance
- **Ongoing Compliance:** Supports audit preparedness and adherence to compliance requirements.

## SERVICE BRIEF

# Federal Resident Expert Service

Delivering expert guidance, hands-on management, and enhanced risk mitigation for your mission-critical infrastructure

The Federal Resident Expert offering for Pure Storage is purpose-built for federal agencies and customers operating in the most secure, regulated, or air-gapped environments.

This program addresses the unique operational and compliance demands faced by federal organizations by providing a dedicated, on-site technical advisor with federal security clearances ensuring seamless support and compliance with strict government protocols. The Federal Resident Expert offering can be leveraged across all Pure Storage solutions and products.

## The End User Experience

**Onsite Cleared Expertise:** The designated Federal Resident Expert is a trusted advisor that possesses a deep understanding of the customer's infrastructure, mission profile, operational constraints, and security posture-making tailored architecture recommendations for your unique environment and best practices for federal data protection.

**Technical Liaison:** Consults and serves as the primary liaison between your organization, engineering teams, and Pure Storage Global Technical Support Services (GTSS), and customer operations while adhering to your facility's strictest access and data handling policies.

**Secure Upgrade and Maintenance Operations:** Provides continuous environment monitoring, on-site health checks, manual upgrades of Purity software, and routine maintenance. Advises on and implements preventative and proactive measures to reduce risk of future failures, reducing system downtime and preempting security threats.

## Deliverables

Feature	Description
<b>Specialized On-site Expert with Clearance</b>	<ul style="list-style-type: none"><li>The Federal Resident is an on-site U.S. Citizen support expert with the necessary security clearances (e.g., via DD-254 or equivalent documentation) to operate within classified or restricted federal environments.</li></ul>
<b>Air-Gapped Operations &amp; Secure Troubleshooting</b>	<ul style="list-style-type: none"><li>Diagnoses hardware and software issues without reliance on external or cloud-based networks.</li><li>Supports manual upgrade workflows, log collection, system triage, and health checks through secure, approved processes.</li><li>Facilitates case management and resolution through approved, secure communication channels authorized by the customer's security policies.</li></ul>
<b>Security Compliance Oversight</b>	<ul style="list-style-type: none"><li>Ensures compliance with federal and agency-specific mandates, including but not limited to: (NIST 800-53 / NIST 800-171, FedRAMP High, DISA STIGs, and other applicable federal directives or frameworks).</li><li>Assists in audit preparation and ongoing verification of security posture as it relates to Pure Storage deployments.</li></ul>
<b>Data Integrity &amp; Protection</b>	<ul style="list-style-type: none"><li>Implements SafeMode™ snapshots and secure recovery mechanisms to ensure data integrity even in the event of ransomware or insider threats.</li><li>Designs and supports air-gapped backup strategies, disaster recovery planning, and zero-trust data workflows to safeguard mission-critical and classified data.</li></ul>
<b>Environmental Expertise</b>	<ul style="list-style-type: none"><li>Comprehensive knowledge of a customer's framework, inside and out, from operational challenges to institutional goals.</li><li>Provides proactive guidance, strategic alignment, and customized architecture recommendations aligned with the customer's non-automated and non-connected environment.</li></ul>

## Eligibility

The Federal Resident Expert service is available as an add-on to Evergreen Orange Site subscription, U.S. federal government customers and those operating under federal contracts. The service and resource clearances are tailored to agency requirements.

## How to Order

Pure Storage Federal Resident Expert Services are tailored to fit your specific needs. Please reach out to your regional Account Executive for more information.

## About Pure Advanced 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 Advanced 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](http://www.purestorage.com)



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