

SOLUTION BRIEF

Proactive, Preventative, and Predictive Support

Leverage technical services based on Pure's commitment to simplicity.

Keeping your data services up and performing at their peak is critical to your business. Technical Services from Pure Storage® is dedicated to ensuring maximum uptime and performance for your Pure data services. Our artificial intelligence (AI) and data analysis algorithms work to predict potentially dangerous patterns before they become problems. Pure Technical Services proactively identifies problems—71% of our service engagements start with us calling you or opening a trouble ticket on your behalf. The results are impressive: FlashArray™ achieves six nines of reliability, and our overall certified Net Promoter Score is in the top 1% of B2B organizations. Pure Technical Services delivers for your team.

System Support When and Where You Need It

Our proactive, preventative, and predictive Technical Services is different because Pure is different. Our products are built to be easy to run, maintain, and support. We designed our arrays, management systems, and support from the start to work together and be simple, reliable, and cost-effective by default: no add-ons, forklift upgrades, or exceptions needed.

Our support team uses that simplicity to deliver reliability and uptime for your data systems. Our eight Technical Service centers around the globe are ready to support you 24 hours a day, every day. We have more than 200 parts depots in more than 95 countries, so we can get parts and service to you quickly. If needed, your Evergreen Storage™ subscription includes Technical Services to support your Pure infrastructure and so much more. It includes always-improving hardware and software, plus Pure1® AI-powered system management and phone-home connectivity. All these features work together with our world-class Technical Services organization to ensure that you and your team have the data, system performance, and uptime you demand for the systems that are so critical to the success of your business.



Here for you

- Technical Support customer satisfaction scores of 97%
- Global support infrastructure to provide support 24/7/365



Proactive

- 71% of engagements stem from proactive issue detection
- Identify and address problems before they occur
- Maximize your data and application availability



Figure 1. The Technical Services team supports you around the globe, 24/7/365

Don't Take Our Word for It

Pure Storage is proud that our certified [Net Promoter Score](#) (NPS) is 83.5. That puts Pure in the top 1% of all business-to-business (B2B) companies for six years in a row (as certified by Medallia). It means that our customers feel comfortable enough with their Pure Storage experience to recommend Pure to their friends or colleagues. Service is a big part of that success. Listen to what our customers say about Pure Technical Services:

“Pure Storage has allowed us to focus on the things that really matter to the business.”

PHING LEE, CTO, EQUITY TRUSTEES

“With no need to troubleshoot mundane performance issues, [Pure] has freed up the IT team to focus on other projects which deliver real business value.”

DAMIEN ALBIEZ, NETWORK MANAGER, ICT SERVICES, WORKPAC GROUP

What more could your team accomplish with proactive, preventative, and predictive support from Pure Technical Services?

Additional Resources

- Learn more about [Pure Technical Services](#).
- Contact Pure Technical Support to find out more or open a trouble ticket at [\(866\) 244-7121](#).
- Learn more about [Premium Services](#) from Pure.

[purestorage.com](https://www.purestorage.com)

800.379.PURE

