FAQ

Pure Storage Evergreen//Flex FAQs

Introduction

At Pure Storage®, we help you uncomplicate storage, forever, and this includes storage purchasing. That's why we updated and expanded the Pure Storage Evergreen® portfolio of subscriptions—to offer organizations like yours more choices for purchasing and consuming storage solutions. Our portfolio of subscriptions now includes Pure Storage Evergreen//Flex™, a flexible ownership option that combines the features of a traditional storage purchase with a consumption-based pricing model.

Whether you're undertaking an infrastructure refresh, moving workloads to the cloud, focusing on cybersecurity, or needing to support demanding artificial intelligence (AI) or machine learning (ML) projects, your storage should be resilient. Evergreen//Flex offers choice and flexibility combined with optimized storage capacity and operational simplicity, so you can meet and exceed your unique business goals.

We know that upgrading your storage solution is an important initiative and requires thoughtful consideration before making any decisions. That's why we've put together a guide to help answer important questions about how Evergreen//Flex addresses organizational priorities, such as cost, performance and modernization, capacity planning, compliance and security, and support.

General

What is Pure Storage Evergreen//Flex?

Evergreen//Flex is a flexible storage subscription designed for the cloud-curious. It optimizes storage capacity, delivers financial flexibility, and simplifies operations, delivering the freedom to own your hardware and the flexibility to only pay for what you use.

What is a flexible storage subscription?

A flexible storage subscription empowers you to subscribe to an amount of purchased capacity while giving you the option to increase this amount at any time. Evergreen//Flex delivers these features along with the peace of mind and financial flexibility that comes with storage ownership.

How does Evergreen//Flex work?

Evergreen//Flex combines the benefits of both a traditional purchasing model and an as-a-service subscription. Like a traditional storage purchase, you buy and own the storage hardware at a discounted price compared to a typical traditional model. And like an as-a-service subscription, you pay the subscription based on the amount of storage utilized. The subscription includes regular hardware and as-a-service (aaS)-delivered software updates to keep your storage modern. This consumption model allows for lower upfront costs and better asset utilization for organizations that need to maintain ownership of IT infrastructure based on regulatory or business needs.

Does Evergreen//Flex pay for my power and rack space?

Yes. Evergreen//Flex includes the Paid Power and Rack Space Commitment where Pure Storage will calculate the cost of how much energy our hardware will consume (measured per Kilowatt Hour) and how much rack space it will take up (measured per rack unit). Qualifying customers can choose between an upfront payment or a one-time subscription credit to help pay their energy and rack space costs.

Does Evergreen//Flex offer any guarantees?

Yes, Evergreen//Flex offers the following:

Zero Data Loss Guarantee: In the rare event where data is lost and Pure Storage hardware is determined to be at fault, our world class support team will help you every step of the way. If data cannot be recovered, customers will be issued a service credit.

No Data Migration Guarantee: Unlike competitors, Pure Storage delivers all upgrades non-disruptively without data migration. If Pure must migrate customer data when performing an applicable upgrade, we will give you a service credit towards a future purchase.

Budget Considerations

We don't have the budget for new, large CAPEX purchases. Does Evergreen//Flex require large up-front capital investments?

With Evergreen//Flex, you have the freedom to select and own your hardware with the flexibility to pay for the capacity you use. By combining hardware ownership and consumption economics, you can lower upfront costs and avoid large capital expenditures.

Is Evergreen//Flex subscription-based or consumption-based?

It's both. You pay for the subscription based on the utilization of purchased capacity (called reserved capacity) with the option to increase your reserve capacity at any time (subject to a minimum reserve commit). You can also decide to pay any capacity usage above the reserve capacity at a higher rate on an on-demand basis. This helps eliminate over-provisioning.

With Evergreen//Flex, do I need to forecast capacity at the individual array level?

No. Evergreen//Flex leverages site-level metering, decoupling capacity from individual arrays, which eliminates penalties for inaccurate array-level forecasting. This gives you the ability to optimize investments by enabling you to match expenses to resource use more closely. It's a flexible storage solution that helps you control your budget.

Modernization/Hardware/Update Considerations

Our organization's current infrastructure is complex and doesn't scale to meet our needs. Can Evergreen//Flex address these concerns?

Yes. Evergreen//Flex enables you to move data packs where the workload is without disruption or penalty fees. This fleet-level data pack mobility allows you to shift capacity between arrays with active Evergreen//Flex licenses in the same product family to manage increases in workloads or user demand. You can also seamlessly increase your reserve commit—the amount of storage you subscribe to—as your needs change.

Will upgrading my existing Pure Storage hardware to Evergreen//Flex disrupt the current business initiatives we're working on?

No. You can replace your outdated hardware with evolutionary Evergreen architecture without disrupting operations or waiting until your next refresh cycle. Evergreen//Flex includes non-disruptive upgrades with guaranteed zero data migration and new storage capabilities, seamless access to the latest features, and reduced energy costs. In addition, automated orchestration, a comprehensive API stack, and the Pure1® platform help you simplify deployment and management.

As our organization continues to focus on modernization, how does Evergreen//Flex stay updated?

Evergreen//Flex is powered by Evergreen architecture. Your subscription includes guaranteed zero data migration and SaaS-delivered software upgrades to ensure your storage technology is always modern. In addition, Pure1 provides effortless artificial intelligence operations (AIOps) to give you a cloud-like experience and operational simplicity.

Our business is looking to implement new sustainability efforts and reduce our carbon footprint. Is Evergreen//Flex a sustainable storage option?

Yes. Evergreen//Flex lets you improve sustainability efforts with lower costs, reduced power consumption, and a smaller storage footprint—including up to 85% reduction in energy usage compared with competing all-flash systems. We're also the first storage vendor to pay our customers power and space bills with the Paid Power and Rack Space Commitment, calculating the cost of how much energy our hardware and rack space it will consume, offered as a payment or one-time subscription credit for the entire Evergreen//Flex term proportionate to their location and size of contract.

How does Evergreen//Flex support innovation?

Evergreen//Flex offers always-on access to the latest features with the freedom to upgrade, scale, and modernize without any re-buys. You can take advantage of non-disruptive upgrades, seamless access to the latest features, and reduced energy costs.

Can I leverage Ever Modern on Evergreen//Flex?

Yes. Evergreen Flex offers the same Ever Modern benefits as Evergreen//Forever. Ever Modern is an aftercare program designed for Evergreen//Forever and Evergreen//Flex customers that delivers upgraded controllers (for FlashArray products) or blades (for FlashBlade products) every three years upon renewal of an Evergreen subscription for an additional three years at no additional cost. For the Pure//E™ family of products, this renewal cycle is every six years.

Can I leverage Ever Agile on Evergreen//Flex?

Yes. Evergreen//Flex offers the same Ever Agile benefits as Evergreen//Forever for customers. Ever Agile offers a trade in credit for swapping existing controllers or blades to new, upgraded ones. These upgrades reset the applicable three- or six-year clock under Ever Modern.

Can I leverage Capacity Consolidation on Evergreen//Flex?

Yes. Evergreen//Flex offers the same Capacity Consolidation benefits as Evergreen//Forever. This program helps customers keep pace with advances in flash technology without rebuying capacity, delivering denser media so customers can decrease the size of their array while increasing capacity.

Capacity Planning

We have a fleet of storage arrays that we need to consider. Does Evergreen//Flex support this?

Yes. Evergreen//Flex enables you to leverage site-wide data pack mobility for an optimized storage experience. Organizations of all sizes can extend the Evergreen architecture to their fleet using the optimized storage capacity to scale, enhance, and modernize operations without any re-buys or disruptive upgrades, ever.

My organization's storage demands change throughout the year—during certain periods we need more and for others, we need less. Can Evergreen//Flex scale up and down with our demand?

Yes. That's the flexibility of Evergreen//Flex. Evergreen//Flex allows you to ramp up capacity based on the varying needs of your applications and users without penalty or downtime. You can also upgrade and add new storage capabilities without disrupting operations.

Our organization previously had stranded storage capacity. Can we utilize that capacity with Evergreen//Flex?

Yes. You no longer need to worry about stranded capacity with Evergreen//Flex. You can respond to changes in user demand quickly with site-wide data pack mobility, giving you the ability to physically move capacity across arrays with active Evergreen//Flex subscriptions and in the same Pure Storage product family.

Compliance and Security

Due to compliance protocols my organization must own or control the storage hardware. Will Evergreen//Flex work for us?

Yes. We know owning hardware is not only efficient but also required for heavily-regulated industries. But ownership isn't always flexible. We created Evergreen//Flex with this in mind. With Evergreen//Flex, you have the freedom to choose your hardware and maintain complete control of the asset to meet both regulatory and accounting needs.

Security is top of mind for our organization. What security features does Evergreen//Flex include?

Every Evergreen subscription option comes with Pure Storage Evergreen architecture, which includes built-in security features such as always-on data protection with Pure Storage SafeMode™ Snapshots. In addition, Evergreen//Flex provides asset ownership which offers total control over policy management for security and compliance.

Customer Support

Does Evergreen//Flex offer customer support for organizations that have limited resources or skill gaps?

Pure Storage is committed to providing the best customer experience possible. Our world-class support team is there to help you with whatever you need.

Additional Resources

Learn more about Evergreen//Flex.