



DATA SHEET

Pure Storage Evergreen Orange Site Offering

Highlights

- Provides US Citizen Security Cleared on site field engineer resources for break/fix technical support
- Protection for restricted data centers
- Proactive support services
- Designated team that knows your storage environment
- 24/7 support by U.S. citizens located in the U.S.

Outcomes

- Reduce risk of failure and threat
- On-site evaluations and post-evaluation check
- Reports, best practices, and recommendations

Service Delivery

- Services require the issuance of a DD254
- Pure1 Dark Site Asset Registration

Proactive risk identification for isolated network sites that require US Security Cleared resources

Storage is a critical component of an organization and plays a major role in keeping businesses running. No matter what your organizational function is, you need fast access to secure data to make business decisions and mitigate the risk of potential catastrophic failures and security breaches.

The Pure Storage® Evergreen Forever subscription is a traditional storage offering with a subscription to continuous software and hardware upgrades, for an always improving storage experience.

While Evergreen's services monitor storage capacity and performance through Pure1 to identify issues for most sites, some data storage systems are isolated from the Internet for security or regulatory reasons. In these dark environment scenarios any proactive monitoring solutions such as dial-home or Pure1® (the cloud-based as-a-service data-management platform from Pure Storage®) are not permitted.

The only way to proactively monitor or validate an array is by visiting the site or providing remote hands assistance to carry out a visual inspection and monitoring. The orange site offering provides a US security cleared resource to perform the on-site evaluations.

The End-user Experience

The Evergreen Orange Site Offering provides proactive risk identification for sites that are isolated from networks to minimize downtime and decrease the risk of potential catastrophic failures and security breaches. Included in this offering are US Federal Government cleared resources to provide on-site Health Check Evaluations and Purity Upgrades.

Enhanced Evergreen Orange Site Offering Deliverables

Feature	Description
On-site Health Check Evaluations	A three-phase approach, which includes planning, on-site evaluation, and a post-evaluation check. Outcomes: • Comprehensive evaluation of in-scope arrays • Health Check Evaluation report and recommendations
Purity Upgrades	Purity software check and upgrade to the latest version
U.S. Citizen on U.S. Soil	All support interactions are handled by specific United States citizens located within the United States available 24/7
Pure1 Dark Site Asset Registration	Allows environments without internet connectivity or remote access, known as dark sites, to register appliances in Pure1 without needing phone home or live telemetry

During On-site Health Check Evaluations, required array information is obtained during the planning phase, a full evaluation is performed on in-scope arrays, and an evaluation report is provided, along with any proactive recommendations and or applicable best practices. Purity Upgrades are performed by a member of our team who will check your current software version and upgrade to the latest version. All activity and reporting are conducted onsite within the security requirements for the site.

How to Order

For ordering information, please reach out to your regional Sales lead on the Evergreen Orange Site Subscription offering.

About Pure Services

As an integral part of the Pure Customer Experience (CX) team, we engage with organizations to evaluate, activate, and innovate their IT solutions. Whether you are planning your next-generation storage system, need specialized know-how for major storage deployment, or want to optimize the investment in your digital transformation, Pure's 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).

The [Pure Storage Customer Support Guide](#) briefly describes the technical support and maintenance services that Pure Storage provides its customers.

