

SOLUTION BRIEF

Evergreen//One Advanced SLAs

Reduce risk with guaranteed service-level agreements

Traditional storage environments are complex to manage and plan. Issues such as data migration, downtime, scalability, cost management, and ensuring continuous compliance with industry standards are common concerns that must be addressed.

Introducing Evergreen//One Advanced SLAs

Evergreen//One™ from Pure Storage® delivers a modern storage experience with advanced technologies and a service-based model. Not only does this reduce the operational burden on IT teams but also enhances efficiency, reduces costs, and improves compliance adherence, offering a significant improvement over traditional storage solutions. Evergreen//One eliminates the complexity that comes with storage administration by delivering first-of-its-kind guarantees for performance, capacity, uptime, energy efficiency, zero planned downtime, and more. In fact, Pure Storage is so confident in the quality of its infrastructure products that it stands behind them with service-level agreements (SLAs). Now, Evergreen//One is expanding on its promises with additional commitments: cyber recovery and resilience and site rebalance. These advanced SLA add-ons offer an additional layer of investment protection, giving you peace of mind knowing Pure Storage will safeguard and adapt your storage environment based on your evolving requirements. Your business demands dictate the delivery of the service. There's no need to plan future engagements, contract services, and execute. The SLAs ensure that Pure Storage is ready for action when and where it's required.



Financial Flexibility

- Cloud economics that eliminate waste
- Pay only for what you use
- Deploy on-premises, colocation, or cloud



Operational Agility

- Cloud operations
- Guaranteed SLAs for performance, capacity, efficiency, and more



Continuous Innovation

- Cloud experience
- Evergreen non-disruptive architecture
- Scalability with consistent QoS

Cyber Recovery and Resilience: Recover with Confidence and Elevate Your Cybersecurity Posture

Ransomware attacks are growing in sophistication and quantity. That's why in June 2023, Pure Storage announced the first-of-its-kind ransomware recovery SLA aimed at solving the challenges of recovering from an attack: getting access to new, clean storage infrastructure as quickly as possible. Now, Pure Storage is enhancing this optional add-on to include all types of disasters, not just ransomware. Covered disasters can range from extreme weather events to more common accidents or power failures. With this enhanced cyber recovery and resilience SLA, when you declare a disaster event, Pure Storage promises to help you execute a customized recovery plan, ship out clean service infrastructure within 24 hours¹, and provide onsite installation along with additional professional services for data transfer.

In addition, Pure Storage will collaborate with your organization to build and maintain a comprehensive cybersecurity strategy. Ongoing quarterly reviews are included to ensure best practices adherence, continuous risk assessments, and operational security remediation. With the cyber recovery and resilience advanced SLA, you can rest assured knowing that if an unforeseen disruptive event occurs, Pure Storage will help you rapidly restore normal operations, guaranteed.

Site Rebalance: Future-proof Your Storage Investments

Business needs change over time and your storage environment may require transformation. The Evergreen//One site rebalance SLA delivers service flexibility for organizations looking to adjust existing reserve commitments as their storage requirements evolve. If you no longer need capacity at one site and want to accommodate growth at another, if you are consolidating data centers and want to manage a single subscription, or if you oversized performance at one site and have excess capacity that can be used elsewhere, this SLA empowers you to recalibrate reserve commitments once every 12 months for each of your Evergreen//One subscriptions, enabling you to deploy capacity when and where it's most needed. This is especially useful for organizations with long-term reserve commitments, as they benefit from the cost savings that come with extended commitments while adding the flexibility to adjust deployments in the future. The service also includes all required professional services to move data, ensuring you receive a white glove experience without having to touch an array. It's investment protection for an unpredictable future.



Predictability and Confidence Are the Name of the Game with Evergreen//One SLAs

The optional add-ons of cyber recovery and resilience and site rebalance bring Evergreen//One's total to ten unique guarantees, a number unmatched by any vendor in the industry.

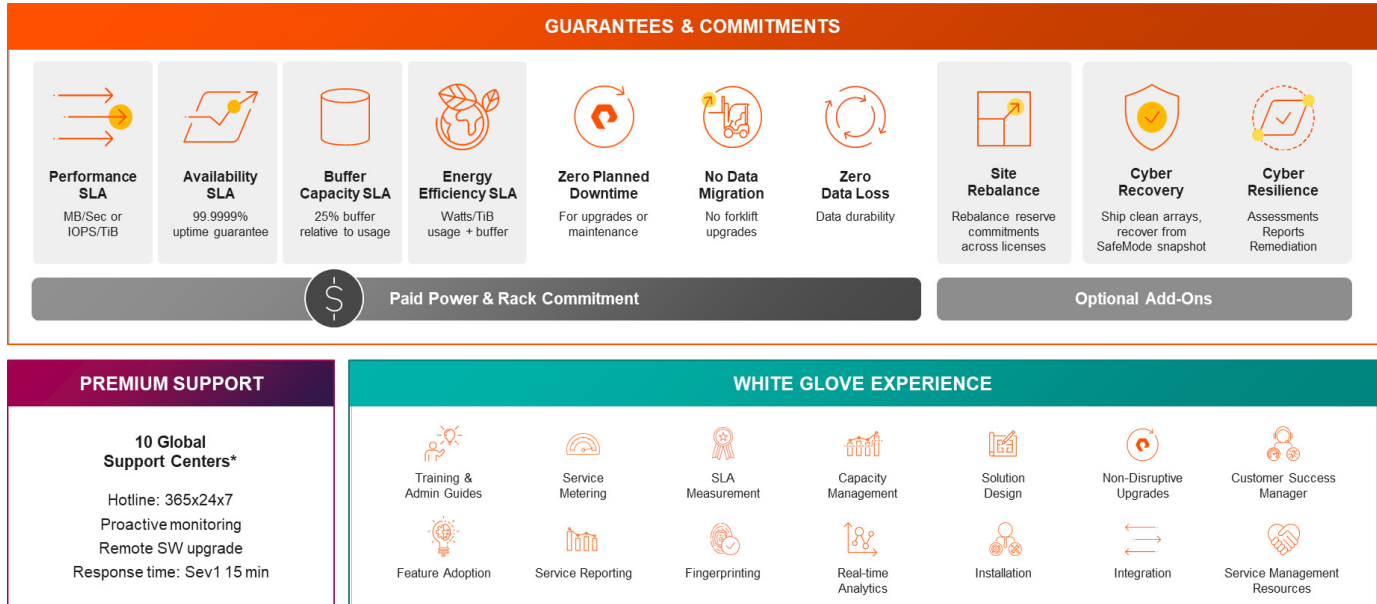


FIGURE 1 Evergreen//One Enterprise SLAs and Guarantees | *Raleigh, NC, USA coming in H2 CY2024

If Pure Storage fails to meet their obligations as defined by the SLAs, we offer remediation and service credits based on certain criteria. Please refer to the [product guide](#) for specific criteria and the [terms of use](#) for more information.

Additional Resources

- Learn more about [Evergreen//One](#).
- Read the Evergreen//One [ESG Economic Validation](#).
- Try the Evergreen//One [pricing calculator](#).
- Read the Evergreen//One [product guide](#).

1 Shipment schedule: Next business day shipping of arrays to North America and EMEA. Three business days to Asia and Australia/New Zealand. Expedited shipping may be available depending on region.