SOLUTION BRIEF

Pure Support Center

Elevate your support experience with Pure Storage

Pure Storage® has built a reputation for delivering world-class support, with a relentless focus on you and your data. Our Technical Services team offers 24/7/365 global reach, ensuring assistance is always available when you need it. With an industry-leading Net Promoter Score (NPS) of 82 and a customer satisfaction (CSAT) rating exceeding 89%, Pure Storage is committed to exceeding your expectations.

In our ongoing journey to enhance your support experience, we have introduced Pure Support Center—an innovative platform that centralizes case management by bringing all your support interactions into one unified, user-friendly interface. Designed to take your support experience to the next level, Pure Support Center makes case management more streamlined, efficient, and user-centric.

Introducing Pure Support Center

Accessible through Pure1®, Pure Support Center consolidates all your existing support cases—whether generated via email, phone, web, or directly within Pure1—into a single, intuitive dashboard. This unified approach enhances visibility and communication, allowing you to easily view, manage, and track the status of all your support cases. By bringing together your support interactions, Pure Support Center simplifies case management and ensures you have complete oversight of your engagements with Pure Storage. Whether you're handling multiple systems or coordinating across different organizations, it keeps everything organized and at your fingertips, ensuring nothing slips through the cracks.

Unified Dashboard

Centralized platform to view, manage, and track all support cases in one place.

Smart Search

Intelligent search engine offers quick access to relevant resources and solutions.

Role-based Access Controls

Secure permissions ensure users access only the cases they're authorized to view.

Centralize and Streamline Your Support Cases

The heart of the Pure Support Center is its unified case dashboard, designed to give you comprehensive control over your support experience. The dashboard provides a clear overview of all your open and recently updated cases within a single interface. With smart filtering options, you can view cases by status, priority, product, or other relevant dimensions. Sorting capabilities enable you to order cases by date, severity, or last action, helping you prioritize your workflow effectively. Real-time updates on case statuses ensure you always have the latest information, and configurable notifications alert you to significant changes or required actions, so you're immediately aware of any developments.

FIGURE 1   Unified case management dashboard

By centralizing your case management, Pure Support Center empowers you to handle issues more efficiently, saving time and reducing the complexity of managing multiple cases through different channels.

Accelerate Issue Resolution with Intelligent Search

Pure Support Center features a powerful search engine that leverages machine learning to enhance your support experience. This intelligent search capability provides predictive issue identification, offering relevant resources tailored to your specific needs. By integrating with the Pure Storage knowledge base, it provides seamless access to a robust repository of articles, guides, and troubleshooting tips within the platform.

Utilizing the context of your support case, the search engine dynamically suggests relevant knowledge base articles, helping you find solutions independently and efficiently. This accelerates time-to-resolution and empowers your team to solve issues with greater confidence, minimizing the need for further intervention. By enabling quick access to resources and promoting self-service problem resolution, Pure Support Center improves operational continuity and boosts productivity.
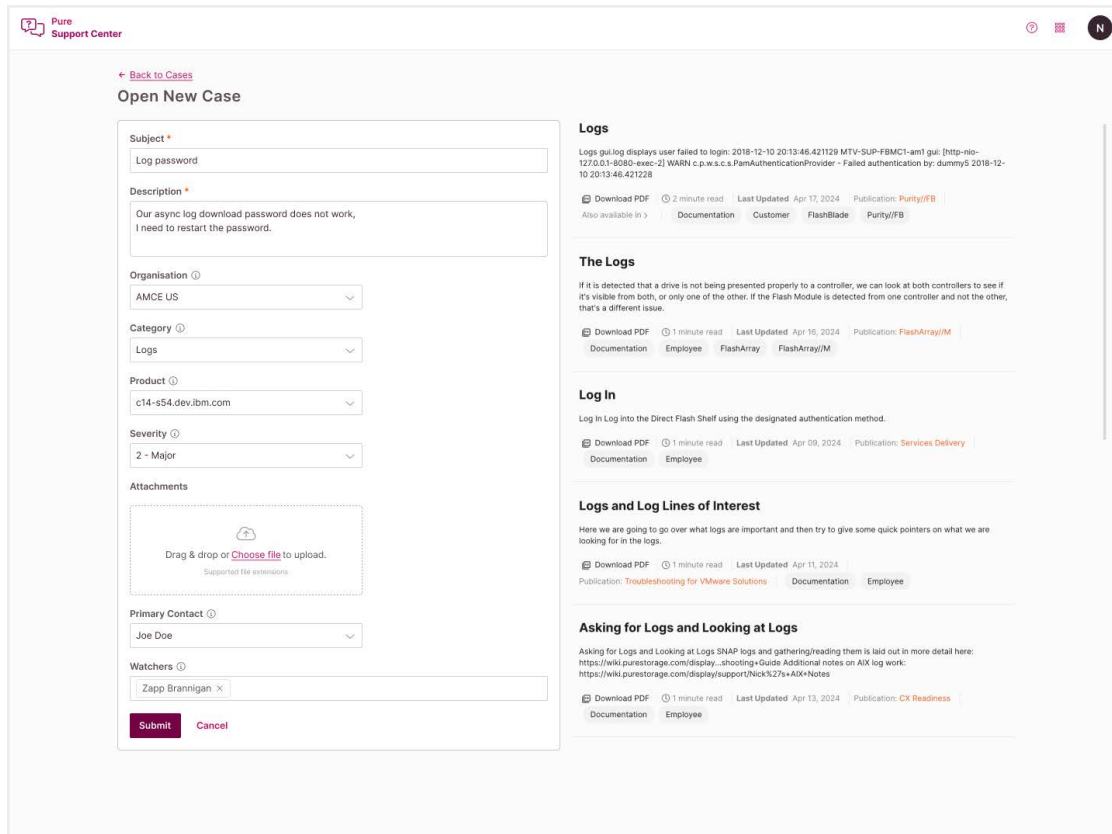
FIGURE 2 Knowledge base intelligent search

Secure and Customized Access for Your Team

Security and access controls are paramount when managing support cases. Pure Support Center offers granular, role-based access controls so users can only access and manage cases for assets and issues they have permission to view, ensuring that sensitive data and support resources are protected. Depending on their assigned role, users see a dashboard tailored to their individual level of access, providing them with the tools and information relevant to their responsibilities. This design facilitates effective collaboration for both customers and Authorized Support Partners (ASPs) while maintaining strict security protocols. With these robust access controls, Pure Support Center ensures support interactions are both secure and efficient, allowing team members to collaborate effectively without putting information at risk.

Additional Resources

- Ready to explore Pure Support Center? Log in to Pure1

- Learn more about Pure1

PURESTORAGE®