



SERVICE BRIEF

FlashArray Installation

Work with Pure services for a simple install.

Highlights

- Comprehensive installation and configuration.
- Proactive 24 x 7 CloudAssist support.
- Pure1® continuous monitoring and assistance.

Flexibility

- Implement according to your schedule.

Outcomes

- Fully integrated flash storage solution.
- Knowledge transfer for rapid adoption and operation.
- Pure1 support activated and monitoring.

Pure Storage® FlashArray™ is the first all-flash, 100% NVMe shared accelerated storage designed for mainstream enterprise deployment. The Pure Storage Advanced Services team can plan and execute a rapid deployment of your new FlashArray system.

The End User Experience

Pure's Services exist to enable you to realize the value of your IT investments. As an integral part of the Pure Storage customer experience (CX) team, we engage with organizations to evaluate, activate, and innovate their IT solutions.

The FlashArray installation service is designed for organizations that want to quickly activate the full potential of FlashArray. Our teams use a strict methodology to deploy and configure the Pure Storage FlashArray. Our approach can accelerate time to value and ensure that your environment is fully prepared.

FlashArray installation Service Work Products

- **Pre-implementation planning:** Our service team will conduct a discovery session to review your environment, confirm configuration details, and schedule the install.
- **Hardware installation:** Pure Storage will unpack, rack, cable, and power up your new array.
- **Purity initialization:** Once installed, our team initializes the purity operating system and configures FlashArray according to your requirements.
- **Connectivity verification:** Pure Storage will connect to your SAN infrastructure and validate connectivity.
- **Pure Fusion Fleet Creation:** If you are running more than one Pure array in your environment, and have not already enabled Fusion, Pure Storage will create a Fusion Fleet and add the array. Pure Storage will also demonstrate a Fusion Fleet volume creation activity.
- **Knowledge transfer:** Pure Storage will walk you through the GUI, providing an operational overview of the FlashArray and answer any questions you may have regarding the installation.

FlashArray Installation Delivery Methodology

Stage	Owner	Task	Method
Pre-planning	Pure Storage, End User,	Send installation checklist	Conference
	Pure Storage Authorized reseller(if applicable)	Gather pre-install information	Email
		Schedule site survey, if applicable	Physical on site survey if applicable as determined by Pure
Planning and document completion	Pure Storage, End User,	Review completed pre-install document	Conference
	Pure Storage Authorized reseller(if applicable)	Review site survey information	Email
		Schedule physical install.	
Installation	Pure Storage, End User,	Rack and power up hardware	End User site data center
	Pure Storage Authorized reseller(if applicable)	Validate code level on the FlashArray	
		Configure both controllers via Purity installation script	
Post-Installation	Pure Storage, End User,	Execute post-install health checks	Remote or Onsite
	Pure Storage Authorized reseller(if applicable)	Provide knowledge transfer with a 10-20 minute walk through of the FlashArray GUI, to demonstrate basic tasks including:	
		1. Create host and host groups 2. Create volumes 3. Connect host to volumes 4. Open a remote assist session 5. View host connections and show balancing (if hosts are present)	

Scoping Parameters

- The installation is an on-site activity.
- End User shall provision sufficient rack space and power for installation
- End User shall provide management, replication, iSCSI and/ or FC connections to the array
- End User shall configure the SAN(iSCSI/FC) and management network before the install begins
- End User shall ensure appropriate cabling is available
- If Pure Fusion is to be enabled:
 - The End User shall provide the applicable LDAP related information within the Pure Engagement Request (PER form)
 - The End User will authorise the installation of the minimum Purity code required for Fusion
- This service must be consumed within twelve months from the order being accepted by Pure Storage at which point it shall expire. Upon expiration, no refunds of prepaid service fees will be provided.

End User Responsibilities

End User shall provide the Pure Storage service coordinator with the following information and work product before engaging any Pure Storage technical resource:

- A complete Pure Storage site readiness and pre-installation site checklist
- Sufficient rack space and power for the installation
- A fully configured SAN and management network and connectivity cables from the SAN and management network to the rack location of where the array has been installed

Out of Scope

- Anything not expressly set forth in the Work Product section of this document, or in an applicable statement of work is out of scope for Pure Storage.

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