

# Evergreen//Forever Subscription

Get a subscription to innovation and IT agility for your traditional storage purchase.

Everpure™ Evergreen//Forever™ is your subscription to innovation. With it, you will experience storage that's never obsolete, allowing you to buy your storage once and use it virtually forever. An Evergreen//Forever subscription delivers real IT agility, empowering you to scale seamlessly and nondisruptively, without penalty or storage rebuys.

## Gain agility, savings, and storage that grows with you

An Evergreen//Forever subscription enables storage that is deployed once and nondisruptively upgraded when you need it. Your environment can stay in service for a decade or more without the need to rebuy hardware you already own. Forget downtime, performance impact, or data migrations: We've engineered compatibility for future technologies directly into the products themselves.

### Upgradable architecture with a subscription: The key to agility

Everpure Evergreen® Architecture, combined with your Evergreen//Forever subscription, lets your storage evolve with changing requirements.

- Benefit from the unique and software-defined Everpure architecture, engineered to be modular, stateless, scalable, field-serviceable, and field-upgradable.
- Upgrade components independently, all online and nondisruptively. You can even mix and match them, allowing you to regularly take advantage of innovation in CPU and flash technology and extend storage life to 10+ years.
- Upgrade controllers or blades nondisruptively to increase performance or maximum capacity.
- Add or upgrade capacity nondisruptively for more scale and density to manage data growth and unexpected demands on your IT infrastructure.



### Stay modern, forever

Continue to enhance and grow your storage for 10 or more years. Over 97% of Everpure arrays are still in use today because they look and run like new arrays.



### Always agile, never obsolete

Transform storage from a problem to a solution, and upgrade whenever your organization needs to.



### Improve your numbers

Achieve 30% to 60% lower total cost of ownership and get twice the data reduction with less risk.

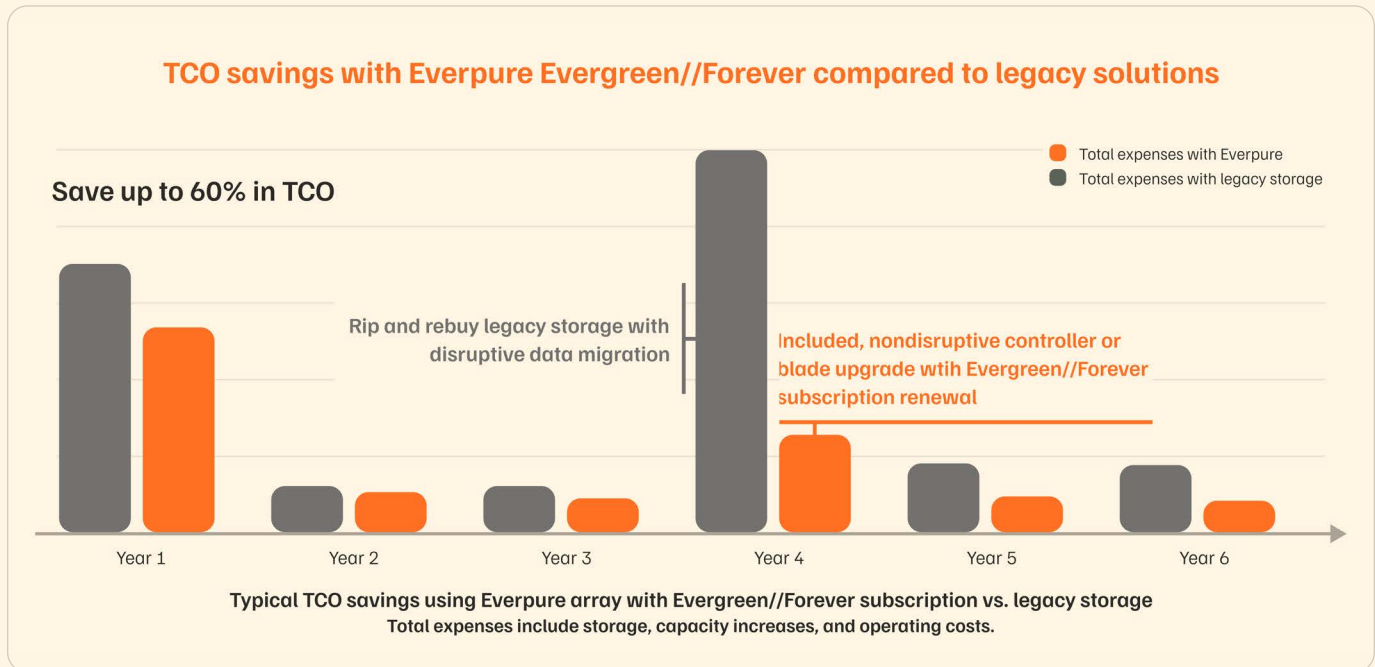


### Experience customer satisfaction

See why Evergreen//Forever is a major factor in Everpure achieving an industry-leading Net Promoter Score that is more than 3x the average for data storage vendors.

## Maximize your savings

A subscription to Evergreen//Forever protects your storage investments, with included upgrades, trade-in credits up to full value, and an architecture that is almost effortless to manage and expand. Most customers will realize total cost of ownership (TCO) savings of more than 30% compared to traditional storage just by avoiding one typical forklift upgrade.



## A storage purchase that keeps getting better

Evergreen//Forever delivers a storage ownership experience unlike any other, with a subscription to always-improving data services, always-modern infrastructure, and a world-class customer experience.

## Always-improving data services

With Evergreen//Forever from Everpure, you never need to worry about systems becoming out of date. You get:

- **An all-inclusive software subscription with enterprise-grade data services:** Get all-inclusive, enterprise-level capabilities across all of our products, for organizations and workloads of all sizes, at the time of purchase.
- **New features and capabilities added continually:** Get access to software features we introduce in the future with no added costs. Your subscription even includes Portworx® CSI for FlashArray™ and FlashBlade®, delivering persistent storage for your Kubernetes applications.
- **AI-based intelligent management:** With Pure1®, you can experience self-operating storage with full-stack, AI-powered data storage management, monitoring, and planning.

### Always-modern infrastructure

Never worry about keeping your storage hardware up to date. Evergreen//Forever gives you:

- **Included controller or blade upgrades at regular intervals (Ever Modern):** Keep your FlashArray and FlashBlade//S™ performance, scale, and features modern without disruption or the need to repurchase. With each three-year Evergreen//Forever renewal, you get latest-generation controllers or blades.
- **On-demand, unlimited controller or blade upgrades with full-value trade-in (Ever Agile):** Upgrade your array performance at any time as you expand, as many times as you need. Purchase a qualifying capacity pack and get full-value trade-in for your old controllers or blades toward higher-model versions, with up to a 20% list price discount.
- **Capacity Consolidation and flash media upgrades<sup>2</sup>:** Consolidate data from older flash into new, expanded, denser capacity, either in an external shelf or a FlashArray or FlashBlade chassis. Return old capacity and receive up to a 50% credit for terabytes you already own.
- **Evergreen forever component replacement:** You're protected from any failures and component end-of-life issues. With your Evergreen//Forever subscription, we'll replace failed components (even proactively before failure) with like or better ones, no matter how old your array is.

### World-class customer experience

With a rating that's at least three times the industry average, Evergreen//Forever gives you features like:

- **Love Your Storage Guarantee™:** With the industry's broadest storage purchase guarantee, if you aren't happy, return the array within 30 days for a full refund, no questions asked.<sup>3</sup>
- **Right Size Guarantee™<sup>4</sup>:** Get 12 months guaranteed effective capacity, risk-free and in writing. Get twice the total efficiency vs. the competition (10:1 on average). Extend your guarantee with any expansion purchase, up to the life of the array.
- **Zero data loss guarantee:** In the rare event that data is lost on Everpure hardware, our support team will help you every step of the way. If data cannot be recovered, you will be issued a service credit.
- **No data migration guarantee:** Upgrading on Everpure means no data migration. If Everpure must migrate customer data when performing an applicable upgrade, we will give you a service credit toward a future purchase.
- **Power and space efficiency guarantee:** Everpure is the only vendor that will issue both a maximum watts-per-terabyte and terabytes-per-rack-unit ratio based on purchased hardware. If either number is exceeded, we'll remediate it or give you a subscription credit.
- **Premium-level proactive and predictive support:** Everpure delivers a support experience that other vendors charge a premium for. Get peace of mind with predictive analytics and services, support-managed upgrades, mobile and storage-as-a-service (SaaS)-based monitoring, onsite break/fix, first-call access to L2 support, included educational resources, and more.
- **Flat and Fair subscription renewals:** We keep subscription renewal rates flat. Everpure won't raise the base rate, so you have consistent, predictable costs for the life of your array.<sup>5</sup>

## Evergreen//Forever features overview

Evergreen//Forever delivers a subscription to our ever-improving capabilities across hardware, software, proactive and predictive support, and customer experience.

Category	Feature	Evergreen//Forever
<b>Software subscription</b>	All-inclusive array software subscription	✓
	Future array software features	✓
<b>Hardware subscription</b>	Evergreen Architecture (stateless, software-driven, modular, and nondisruptive)	✓
	Ever Modern	Included controller/blade upgrade on renewal
	Ever Agile <sup>6</sup>	Anytime controller/blade upgrade with full trade-in credit
	Capacity Consolidation <sup>7</sup>	Anytime full trade-in credit with 2x capacity
	Evergreen forever component replacement	✓
<b>Proactive support</b>	Predictive analytics and services	✓
	Instant L2 support access	✓
	Premium Sev1 response SLA	✓
	Support-managed upgrades	✓
	Premium onsite break/fix SLAs	✓
	Mobile/SaaS-based monitoring	✓
<b>Customer experience</b>	Right Size Guarantee and 30-day guarantees	✓
	Flat and Fair subscription renewals	✓
	Zero data loss guarantee	✓
	No data migration guarantee	✓
	Power and space efficiency guarantee	✓

[Learn More About Evergreen//Forever](#)

1 | Requires purchase of qualifying capacity. | 2 | Everpure ranks in the top 1% of all Medallia-surveyed B2B companies. | 3 | Subject to the Love Your Storage Guarantee section in the Evergreen//Forever Subscription Description.

4 | Right Size Guarantee available on FlashArray//X™. | 5 | Subject to the Flat and Fair section in the Evergreen//Forever Subscription Description. | 6 | Requires purchase of qualifying capacity. | 7 | Requires purchase of qualifying capacity.

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