

Everpure Lifecycle Service

Unleash the power of your Everpure investment.

In today's rapidly evolving digital landscape, leveraging technology investments to create tangible business value is paramount. Everpure™ Lifecycle Service is designed to help organizations maintain a focus on value creation amid shifting priorities and resource constraints. This support offering helps customers accelerate their investment in Everpure technology by delivering measurable outcomes through proactive data infrastructure monitoring, upgrade planning, case management, and data protection optimization.

The end user experience

The world-class Lifecycle Service team, part of Everpure Advanced Services, comprises some of the most experienced storage experts in the industry. The team leverages the AI-driven, Pure1® cloud-based management and support platform for predictive intelligence on array health and resource utilization as you scale. The designated Everpure team delivers a level of customer support that is unmatched in the industry, making it easy to manage your Everpure estate.

Lifecycle Service is a premium support offering with a tiered subscription model designed to provide differentiated case handling, customized service management, and operational insights tailored to your specific environment.

Lifecycle Service Enhanced

Lifecycle Service Enhanced combines proactive monitoring, upgrade planning, and advanced support features to ensure quick issue resolution and enhanced system reliability for businesses with complex needs. This high-touch support subscription provides a single point of contact for account case management and escalation reporting to align with your business objectives.

Table 1 summarizes the deliverables included in Lifecycle Service Enhanced.



Highlights

- Premium, proactive support services
- Designated team that knows your network and you
- Return of valuable IT management cycles to your organization



Flexibility

- Monitoring and reporting on your schedule
- Project scheduling without business disruption



Outcomes

- Maximized value realization through outcome-focused premium service deliverables
- Expedited time to value with automation and coordinated delivery
- Risk mitigation via seamless delivery and operational excellence

Feature	Description
Proactive support	A higher-touch support model than standard Evergreen® with a designated service engineer lead as the single point of contact for account support case management and escalation; also includes case trend analysis and preventive actions
Priority upgrade scheduling with Everpure managed upgrades	Choice of either self-service schedule upgrades or managed scheduling by the services account manager, who coordinates with the support team to schedule and manage upgrades
Named support engineer	An Everpure designated support engineer that offers specialized support tailored to customer-specific needs, configurations, and operational priorities
Personalized care through management of special handling instructions	Management of comprehensive customer profile encompassing specific hardware and software configurations, historical support interactions, and special handling instructions to address unique customer needs
15-minute SLO response time	Differentiated service level objectives (SLOs) ensuring response prioritization for Lifecycle Service customers, including 15-minute response time for Severity 1 (Sev1) cases
Access to advanced support tool kit (as needed for in-house troubleshooting)	Tool kit that helps customers effectively triage issues (runs on near-box [virtual machine] or on-box environments); detailed tool-kit reports that provide array health status, triage recommendations, and access requirement details
Escalation management	Structured escalation process for swift identification and resolution of critical issues
Case management and prioritization	Ongoing tracking and management of support cases to guarantee timely resolutions, including accelerated response times for Sev2–Sev4 cases (Sev2 = 30 minutes, Sev3 = 1 hour, Sev4 = 2 hours)
Monthly services reviews	Periodic evaluations of the deliverables promised and provided throughout the engagement, ensuring ongoing business objective alignment
Onboarding and communication	Simplified, streamlined setup process with clear and consistent updates throughout the service life cycle
Priority alert handling	Access to emergency capacity arrays or other mechanisms to restore critical systems; priority access to designated arrays and allocated resources such as critical response engineers
Root-cause analysis for Sev1	In-depth analysis to identify, assess, and resolve the root cause of critical issues (available upon request)
Onsite health check evaluations	Monthly health checks to proactively identify hardware issues, detect configuration anomalies, and ensure sufficient capacity and performance headroom

TABLE 1 Deliverables for Lifecycle Service Enhanced

Lifecycle Service Elite

Lifecycle Service Elite is designed to help the continuous operation and optimal performance of mission-critical enterprise IT environments. On top of features in the Lifecycle Service Enhanced tier, Lifecycle Service Elite includes adoption and insight support, executive sponsorship, and training and certification.

Table 2 summarizes the deliverables included in Lifecycle Service Elite.

Feature	Description
Critical response engineer	Rapid resolution of high-impact incidents through dedicated engineers focused on minimizing downtime
Critical capacity on demand (loaner)	Provisioning of additional capacity on short notice in emergency situations to address issues promptly
Cyber protection solution review report	A report that highlights SafeMode™ coverage for all critical volumes, ensuring consistent and reliable protection; complements existing Pure1 reporting by providing enhanced metrics (capacity trending, performance trending, and workload balancing)
Virtualized storage solution review report	Comprehensive report tailored to the customer’s virtualized storage environment, including detailed insights into performance and configuration metrics, raw-device-mapping-to-vVol migrations, ActiveCluster™ and ActiveDR™ capabilities, and workload balancing optimizations
Observability insights	Consultative workshop designed to help customers integrate Everpure metrics into their existing observability platforms for deeper operational visibility and proactive management
Training certifications	Flexible access to eight Everpure product certification program vouchers
Everpure Skill Explore subscription	One-year access to the Everpure self-paced, on-demand virtual training library for five users

TABLE 2 Deliverables for Lifecycle Service Elite

About Everpure Services

As an integral part of the Everpure Customer Experience team, Lifecycle Service engages with your organization throughout the journey to transform your data services. 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, Everpure Services and Everpure authorized resellers have the expertise to assist. Discover how your IT environment can achieve the outcomes that matter most to your business by contacting your local Everpure sales representative or visiting our [website](#).

All Everpure services are subject to the terms of the [Advanced Services Addendum](#), which forms part of and supplements the Everpure [End User Agreement](#), or other written agreement that covers the same subject matter and is executed by Everpure, Inc.

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