

# EVERGREEN STORAGE

## A Subscription to Innovation

### SUMMARY

Evergreen™ Storage subscriptions deliver continuous improvements and innovations to keep your storage fresh and modern. It just keeps getting better, without downtime. From acquiring to managing to upgrading your storage, Evergreen subscriptions deliver value and peace of mind.

**IMPROVE AND EXPAND**  
storage for 10 or more years

**SAVE 30-50+%** with  
dramatically lower total  
cost of ownership (TCO)

**2X BETTER DATA  
REDUCTION & TOTAL  
EFFICIENCY** without risk

**RECEIVE CREDIT** for the  
TB's you already own when  
expanding and consolidating

**CUSTOMER SATISFACTION**  
rating 5X the industry average

*“What sold the CFO  
was the Evergreen  
Storage program...  
It was the every-five-  
year forklift and the  
recurring maintenance  
costs of the traditional  
model – compared to  
what Evergreen offered  
– that proved the cost  
savings to him.”*

—  
**NICK KRAPP**

IT DIRECTOR, FLEXPRINT

Evergreen Storage enables storage that is deployed once and non-disruptively upgraded, as needed, for a decade or more, without the need to re-buy a TB you already own. Forget downtime, performance impact, or data migrations – we've engineered compatibility for future technologies right into the product!

### INCLUDED WITH YOUR EVERGREEN STORAGE SUBSCRIPTION

#### ALL-INCLUSIVE SOFTWARE

All of our software features are not only all-inclusive at the time of purchase – you also get no-added-cost access to software features we introduce in the future.

#### LOVE YOUR STORAGE

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.

#### RIGHT-SIZE GUARANTEE\*

Take the worry out of buying storage.

**Guaranteed effective capacity**, risk free and in writing, for six months. **Get**

**2X better total efficiency** than the competition (10:1 on average). And now, it can be extended with any expansion purchase, up to the life of the array.

#### EVERGREEN MAINTENANCE

Evergreen Maintenance protects you from any failures, including due to flash wear, by replacing failed components (even proactively before failure) with like or better ones as long as your Evergreen subscription is current.

#### WHITE-GLOVE SUPPORT

A support experience that most vendors charge a premium for. Get peace of mind with predictive analytics and services, support-managed upgrades, mobile and SaaS-based monitoring, on-site break/fix, first-call access to L2 support, and much more.

#### FLAT AND FAIR

Our maintenance and support rates are Flat and Fair, meaning they won't go up in the future, and they may even go down.

\* Right-Size Guarantee is a written signed guarantee, specific to the customer's workloads. Each guarantee is valid for six months, and can be written for any initial or expansion purchase.

“We know what the costs will be in a year, two years, three years. That’s what the Evergreen program does and you can’t say that anywhere else.”

— **WADE SENDALL**

VP OF IT, BOSTON GLOBE

**FREE EVERY THREE\*\***

Keep your array performance, scale, and features modern and non-disruptive, and without repurchases. Free Every Three includes upgraded controllers with each 3-year Evergreen Gold renewal.

**UPGRADE FLEX\*\***

Upgrade your array performance as you expand. Purchase a qualifying capacity pack and get trade-in credit for your old

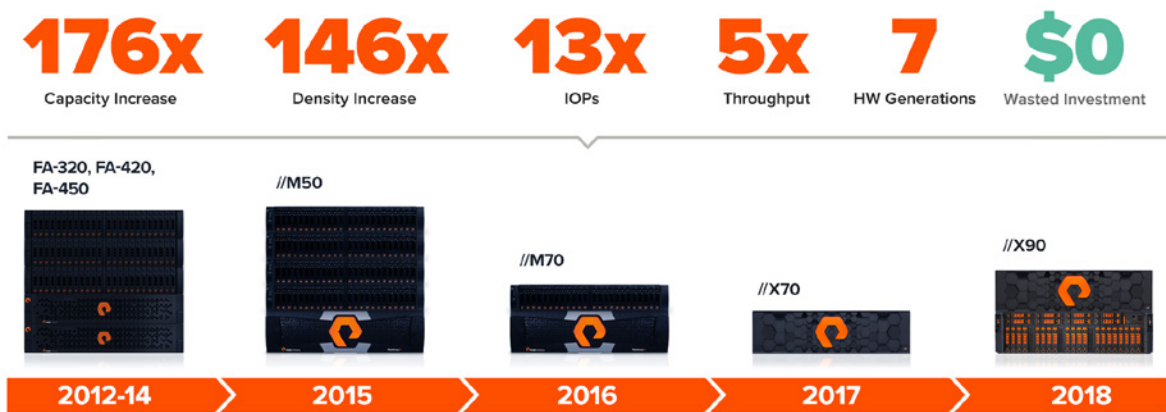
controllers towards upgraded controllers.

**CAPACITY CONSOLIDATION\*\***

Manage capacity growth. Consolidate the data on older external shelves into new, expanded, and denser capacity either in another external shelf or in the FlashArray chassis. Return old storage shelves and receive a credit for the TBs you already own.\*\*\*

**BENEFITS AT EVERY STAGE OF THE EVERGREEN™ STORAGE OWNERSHIP LIFECYCLE**

Evergreen Storage is there for you every step of the way, whether you’re acquiring storage, running your system or upgrading and expanding. Here’s what 7 years of Evergreen improvements looks like:



**PURCHASE WITH CONFIDENCE**

- **Love Your Storage Guarantee:** If you aren’t happy, get a full refund for 30 days
- **Right-Size Guarantee:** Get the effective capacity you need, without risk, up to the life of the array
- **All Software Included:** At time of purchase and as new features are released

**KEEP YOUR ARRAY RUNNING**

- **Evergreen Maintenance:** Protection from all hardware and software failures, for the 10+ year life of the array
- **Flat and Fair:** Maintenance rates stay flat and won’t go up – and might even come down
- **White Glove Support:** The kind of support others charge a premium for, included in your subscription

**SCALE WITH EVERGREEN GOLD**

- **Free Every Three:** Get upgraded controllers with each 3-year Evergreen Gold renewal
- **Upgrade Flex:** Stay modern on your schedule – get trade-in credit towards upgraded controllers, even next-generation ones
- **Capacity Consolidation:** Keep media modern and dense as you expand and get trade-in credit

\*\* Requires Evergreen Gold subscription

\*\*\* Subject to basic program terms. Ask for a copy. Pricing for upgrade bundles available upon request.

*“We really like the Evergreen program. The fact that I don’t have to buy the same storage I already paid for makes so much sense, yet it is such a departure from the way the storage industry has always operated. No one wants to ever have to rip and replace.”*

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**RAY CHAN**

VP INFORMATION TECHNOLOGY

SAN DIEGO PADRES

## INDUSTRY LEADING CUSTOMER SERVICE AND TCO SAVINGS

### STREAMLINED CUSTOMER EXPERIENCE

Evergreen Storage is engineered to be Evergreen, and evolves with changing requirements, non-disruptively and backed by a customer satisfaction rating that’s 5X the industry average.

- The architecture is unique and defined by software that is modular, stateless, scalable, field serviceable and field upgradable
- Components can be independently upgraded and even mixed and matched, all online and non-disruptively, allowing customers to regularly leverage industry innovation in CPU and flash
- Upgrade controllers to increase performance or maximum capacity
- Add or upgrade capacity for more scale and density to handle exploding data growth
- Upgrade software and connectivity to gain powerful new features

### MAXIMIZE YOUR TCO SAVINGS

Evergreen Storage protects storage investments with free upgrades, trade-in credits and an Evergreen architecture that is almost effortless to manage and expand. Most customers will realize TCO savings of 30+% compared to traditional storage just by avoiding one typical forklift upgrade, and the savings keep getting better from there.

## Evergreen™ Storage

