PIVOT

FIRST CALL SUPPORT FOR PURE STORAGE

Your Single Point of Contact for Full Lifecycle Support

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

SERVICES VALUE STREAM

Assess → Design → Implement → Manage → Optimize

ANY TIME, ANY DAY

Even Pure Storage's best-of-breed components are not trouble-free. Usability or compatibility issues can arise. And when they do, you need a local partner who knows your IT environment and business requirements to provide the most effective support available.

Regardless of where you purchased your Pure Storage products, call Pivot at any time, any day of the week and speak directly to a certified engineer who will diagnose and troubleshoot the problem or facilitate seamless escalation as appropriate.

We don't consider the problem resolved until you are completely satisfied. In fact, we utilize an ITIL- based system to track client assets and seamlessly manage maintenance and support agreements.

MORE THAN A SERVICE DESK

The increasing complexity of today's data center requires dedicated operational resources. Allocating the majority of your IT budget to management, maintenance and support means that innovation falls short. Pivot Pure Storage First Call support frees your IT staff from the tedious and time-consuming troubleshooting and problem resolution processes to focus on new initiatives to drive business.

More than a service desk, Pivot has deep industry knowledge and understanding of your unique IT infrastructure. We take support beyond remediation to advise you on upgrades and new products that will better serve you now and in the future.

Whether you're running mixed applications in a shared, virtual environment or working in the cloud, downtime is not an option. Pivot Technology Services First Call Support for Pure Storage keeps your business charging forward at lightning speed.

Pivot is an Authorized Support Partner (ASP), and as such, is certified to offer and support several Pure Storage products and solutions. Specifically, we hold the following Pure Storage certifications: Pure Storage Foundations; FlashArray Architect Professional; FlashArray Implementation Professional; Architect Associate; Pure Storage Sales. Pivot is a Pure Storage Elite Partner, the highest Pure Storage partner level.

KEY BENEFITS

Pivot's Pure Storage service infrastructure includes:

- 24x7 support
- Centralized call center
- 99% customer satisfaction rate
- 98%+ problem resolution rate without escalation
- Dedicated support contact
- Single number for support
- Faster response times
- Escalation support and management process
- Contract administration process
- Problem re-creation labs

SOLUTIONS

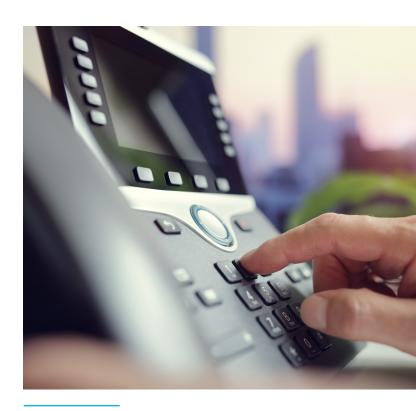Pivot provides First Call support for the following Pure Storage solutions:

- FlashStack
- FlashArray