STORAGE WITHOUT COMPROMISE

General Questions

What exactly is FlashExpress Suite?

FlashExpress Suite is a new bundled offering (array + software + support + Pure Cloud Block Store) aimed at making sizing, pricing and selling Pure Storage easy for the low-end commercial space (250 to 1K employees). The bundle has the following included contents and optional add-ons for the partner.

Bundled product offering, inclusive:

- Array: X10R2, X20R2
- Capacity: 11TB to 63TB DirectFlash Modules
- Support: Silver ADV (Pure or ASP)
- Cloud Block Store: 10 TIBs for 12 months
- Right Size Guarantee: 4 to 1 DRR for 12 months
- LYS: 30-day money back guarantee

Optional additions:

- Financing available
- Fixed cost migration for an uplift

Why did we create FlashExpress Suite?

We created FlashExpress Suite to provide an out of the box solution capable of handling most workloads that a customer at this size / scale would be looking to run, in a single easy to deploy bundle. Enterprise-grade storage for all organizations.

How do I know if FlashExpress Suite is a good fit for my customer?

FES is a good fit for your customer if they meet any of the following criteria:

- 250 - 1K employees
- Currently have multiple point solutions deployed
- Value simplicity, ease of use and hybrid cloud capabilities out of the box without sacrificing performance

Which models of FlashArray are part of FlashExpress Suite?

FlashExpress Suite is based on the X20 controllers.

Why wouldn't I just want to sell //X10s or //X20s?

FES provides a few advantages over selling standard Pure Storage SKUs

- **No sizing risk:** 4:1 RSG with no workload self-identification
- **Priced to sell:** We have done extensive research to ensure this bundle is priced competitively, with no back and forth required for discount approvals
- **Hybrid cloud capabilities:** All FES bundles come with 12 months of Cloud Block Store (CBS), giving customers an ability to easily deploy new services on the public cloud

What if my customer wants a different level of support?

We only support ADV Silver Evergreen subscription on FES, if your customer requires a different SLA please sell standard SKUs

Do I need to use Pure Sizer to size FlashExpress Suite solutions?

No, we have a 4:1 DRR guarantee for all FlashExpress products reducing the need to go through an extensive sizing exercise and mitigating the sizing risk to the customer / partner

What services are available with FlashExpress Suite?

- Pure / Partner installation
- Financing
- Migration

How do I upgrade from a block-only solution to a block + file solution?

File is on our roadmap for FlashExpress. It will be native in all solutions through a patch following a 3/1/22 release.

Do I need to register my FlashExpress Suite deals?

Yes. In order for partners to quote, you need to have an approved deal registration.

Can I upgrade my maintenance to 4 hour response or Evergreen Gold?

No, 4HR response and Gold support are not supported by FlashExpress.

Financial Questions

What sales promotions are available while selling FlashExpress Suite?

FlashExpress Suite represents promotional pricing for a bundle. No other sales promotions are available / able to be layered on top of FES.

Is FlashExpress Suite available through Pure as-a-Service?

No, FES is a support based on a traditional CAPEX purpose.

Will Evergreen upgrades be available at the end of the 3 year maintenance period?

Yes, a la carte controller purchases will be available. Free every three is included in gold support, which is not supported by FlashExpress Suite.

What are the SKU's for each bundle?

- FA-FlashExpressSuite-11 TB-Bundle 1MO,ADV,SILVER
- FA-FlashExpressSuite-11 TB-Bundle INTL-1MO,ADV,SILVER
- FA-FlashExpressSuite-11 TB-Bundle
- FA-FlashExpressSuite-22TB-Bundle 1MO,ADV,SILVER
- FA-FlashExpressSuite-22TB-Bundle INTL-1MO,ADV,SILVER
- FA-FlashExpressSuite-22TB-Bundle
- FA-FlashExpressSuite-45TB-Bundle 1MO,ADV,SILVER
- FA-Flash ExpressSuite-45TB-Bundle INTL-1MO,ADV,SILVER
- FA-FlashExpressSuite-45TB-Bundle
- FA-FlashExpressSuite-63TB-Bundle 1MO,ADV,SILVER
- FA-Flash ExpressSuite-63TB-Bundle INTL-1MO,ADV,SILVER
- FA-FlashExpressSuite-63TB-Bundle

Technical Questions

Can I use iSCSI and Fibre Channel simultaneously on FlashExpress Suite?

Yes

Can I use ActiveCluster synchronous replication between two FlashExpress Suite arrays?

Yes

Can I run Block and File workloads simultaneously on FlashExpress Suite?

Unified block and file are on our roadmap and will be available by February 2022.

Can I use FlashExpress Suite with Pure Fusion?

Pure Fusion will not be supported with Silver support.

Pure Cloud Block Store Questions

How can my customer best use their CBS Subscription with their hardware purchase?

Most IT departments are being asked to develop a cloud-strategy. With a 12-month subscription for 10TiB Pure Cloud Block Store™ included, you can continue to grow your hybrid data center without worry. Pure Cloud Block Store delivers seamless data mobility, data protection, and a consistent experience for your local storage and AWS or Azure. Take your storage to the next level while integrating all your data management under one experience.

What happens after the 12 month subscription of Cloud Block Store has expired?

Purchase covers 10 TiBs / 12 months of CBS. If the customer wants to extend CBS licensing, they can do so for $55.70 / TiB / Mo. (price from Pure Storage to Partner). For larger commitments please contact Pure Storage inside sales for additional information.

When does the 12 months subscription for Cloud Block Store start?

CBS license begins after the license key is issued. License keys will be issued within 1 week of a purchase order being processed by Pure.

Does Cloud Block Store include all underlying cloud resources to run?

No, CBS covers only the licensing of Pure's software for deployment in the public cloud.There will still be underlying public cloud infrastructure costs.