Eradicating Change Management Outages with Pure Professional Services

Executives who invest in Everpure technologies don't do so just for the advanced features—they're also looking for the assurance of uninterrupted operations. Our bold statement to ***"Eradicate change management outages forever"***embodies our commitment to achieving this goal.

Let's explore how Everpure technology along with Everpure Professional Services can make this a reality, transforming executive aspirations into tangible operational outcomes.

What Are Change Management Outages? Understanding the Challenge

Change management outages are disruptions caused by modifications in IT systems, whether it's implementing new hardware, updating software, or integrating different technologies. These outages can result in significant downtime, data loss, and financial setbacks, undermining the confidence of stakeholders and customers alike.

How Non-disruptive Upgrades (NDUs) Eradicate Change Management Outages

"Eradicating change management outages forever" is possible through non-disruptive upgrades (NDUs) and is a game-changer for both technology companies and their executive customers. Investing in technology that includes NDUs is not just about acquiring new features; it's about ensuring business continuity, enhancing operational efficiency, and future-proofing their organizations in an increasingly cloud-centric world, such as:

- **Uninterrupted operations:** No change management outages related to storage or associated failures is crucial. When critical operations and services can continue without interruption, enterprises can maintain continuous business operations.
- **Enhanced reliability and stability:** NDUs contribute to a more reliable and stable IT infrastructure, which is essential to building a resilient business that can withstand the dynamic challenges of the digital world.
- **Elimination of tech debt:** The ability to avoid the pitfalls of end-of-life

technology and tech debt is a significant advantage. It ensures that executives are not bogged down by outdated systems, allowing them to focus on innovation and growth.

- **Reduced need for downtime:** The requirement for application downtime windows is greatly diminished, removing the need to coordinate extensively with application teams for updates or apologize for outages. This means better internal relationships and enhanced productivity.
- **Flexibility across environments:** The capability to move up and down the technology stack, whether on premises or in the cloud, in a frictionless manner is invaluable. This flexibility is a critical aspect for executives who are looking to leverage the best of both worlds—on-premises control and cloud scalability.

Impact of Human Error and the Role of Advanced Professional Services

Human error is another significant factor in IT outages, with various studies suggesting that it accounts for anywhere between 20% to 80% of IT outages, depending on the industry and specific IT environment. While the exact figure varies, it’s widely acknowledged that human error is a leading cause of downtime in IT systems.

Recognizing this, Advanced Professional Services plays a crucial role in mitigating these risks and reducing the human element in change management by offering workshops and training. These not only help in fostering a culture of continuous improvement and risk mitigation but also streamline change management processes by refining and automating processes through a structured approach to system updates and modifications, further reducing the scope of human error.

Proactive Risk Assessment and Planning (Operational Readiness Workshops)

Everpure Advanced Services conducts comprehensive workshops that can help identify areas where human error is most likely to occur. By proactively addressing these vulnerabilities, these services can significantly reduce the likelihood of outages.

Implementing Automated Solutions (Automation Workshops)

Automation is key in minimizing human intervention in routine and complex tasks. Everpure Advanced Services can implement automated processes for updates, backups, and other critical operations, thereby reducing the potential for human error.

Customized Training and Skill Development (Technical Account Manager [TAM] and Resident Services)

Ensuring that IT staff members are well-trained and knowledgeable about the latest technologies and best practices is another area where Professional Services contributes. Tailored training programs elevate the skill level of personnel, reducing the chances of errors due to lack of knowledge or experience.

Continuous Monitoring and Support (Observability Workshops)

Technical Support Services provides ongoing monitoring and support, ensuring that any potential issues are identified and addressed before they lead to outages. This continuous vigilance is crucial in maintaining system stability and performance.

The Role of Everpure Professional Services

In addition to workshops and training, Everpure Professional Services offers a multifaceted approach to help eliminate change management outages:

- **Proactive planning and risk assessment:** Prior to any change implementation, a thorough assessment of the existing infrastructure is conducted. This includes identifying potential risks and devising strategies to mitigate them, ensuring minimal disruption during the transition.
- **Seamless integration of technologies:**One of the core strengths of Everpure Advanced Services is the ability to seamlessly integrate new hardware and software into existing systems. This integration is meticulously planned and executed to ensure compatibility and functionality, reducing the risk of outages.

- **Automated testing and deployment:** Automation plays a key role in minimizing human error, which is a common cause of change management outages. Automated testing protocols are implemented to ensure all systems are fully functional before, during, and after the change. Automated deployment tools further streamline the transition process.
- **Continuous monitoring and support:**Post-implementation, continuous monitoring is essential to promptly identify and resolve any issues. Everpure Advanced Services offers round-the-clock support and monitoring, ensuring any potential disruptions are quickly addressed.
- **Customized solutions:**Recognizing that each organization has unique needs, Everpure Advanced Services tailors its approach to fit the specific requirements of each client. This customization ensures that the solutions provided are not only effective but also aligned with the organization's objectives.
- **Building a resilient infrastructure:** Beyond immediate integration, the services focus on building a resilient and scalable infrastructure that can adapt to future changes with minimal disruptions. This forward-thinking approach is key to eradicating change management outages in the long term.

Stay tuned for our next blog, where we'll dive into operationalization, its benefits, and how Everpure Professional Services can help integrate FlashArray™ and FlashBlade® into an everyday operational framework. Learn more about how Everpure Professional Servicescan help you transform your vision into an operational reality.

As infrastructure environments grow more dynamic, the risk of change-related disruption isn't going away, but the expectation is. Teams are no longer willing to accept downtime as a tradeoff for modernization.

This is where the combination of non-disruptive architecture and structured services becomes critical. Everpure Professional Services extends beyond implementation to help operationalize continuous change, reducing reliance on manual processes and minimizing the impact of human error, which remains a leading cause of outages in IT environments.

The result is a shift from reactive change management to a model where updates, integrations, and scaling can happen predictably and without disruption, turning what was once a risk into a repeatable, controlled process.

This is part one of a two-part series. Click here to continue the story in part two!

FAQ

What are change management outages?

They are disruptions caused by updates, integrations, or modifications to IT systems that impact availability or performance.

Why are change-related outages still common?

They are often driven by manual processes and human error, which remains a major contributor to downtime in IT environments.

How do non-disruptive upgrades help reduce outages?

They allow systems to be updated and maintained without requiring downtime, preserving continuous operations.

What role does Everpure Professional Services play?

It helps plan, automate, and validate changes so they can be executed safely and consistently.

How does automation reduce risk during changes?

Automation removes variability from manual processes, making updates more predictable and less error-prone.

Can this approach work in hybrid or cloud environments?

Yes, it is designed to support flexibility across on-premises and cloud environments without introducing disruption.

How does this improve business outcomes?

It reduces downtime, improves operational efficiency, and allows teams to focus on innovation instead of managing risk.