

Extreme Networks Services

Securely optimize and innovate IT from cloud to edge

Augment IT resources with 100% in-sourced, globally available technology experts

One of the top challenges organizations still face today is hiring and retaining top IT talent. It's estimated that by 2030, there will be a global tech talent shortage of more 85 million people that could cost organizations approximately \$8.5 trillion in unrealized annual revenue¹. Additionally, what is being taught in engineering schools is often 10+ years behind current technology needs²! With staffing shortages and skills gaps, organizations find it very difficult meeting critical business outcomes.

Extreme Networks' industry leading support and delivery experts provide top-notch services to complement IT teams. We offer a comprehensive portfolio of service options to enable one network, one cloud agility and security.

Extreme IT professionals provide the technical aptitude to facilitate the convergence of AI, security, and cloud networking. We help bridge legacy environments with new technologies. Easily plan, deploy, maintain and support your IT environment within minimal network disruption.

Why Choose Extreme Networks' Services & Support

Extreme Networks is a trusted provider to over 50,000 leading organizations worldwide who consistently rank Extreme's Services & Support among the best in the industry.

- Gartner Peer Insights Customers' Choice vendor for six consecutive years
- 100% in-house, 7x24x365 Global Technical Support
- ~99% RMA On-time Delivery Performance
- 10+ Years Average Tenure of Professional Service Engineers
- 9.5/10 Average Case CSAT Score Across All Regions
- 200+ Global Logistics Depots
- Four-hour and Onsite Response Service Availability



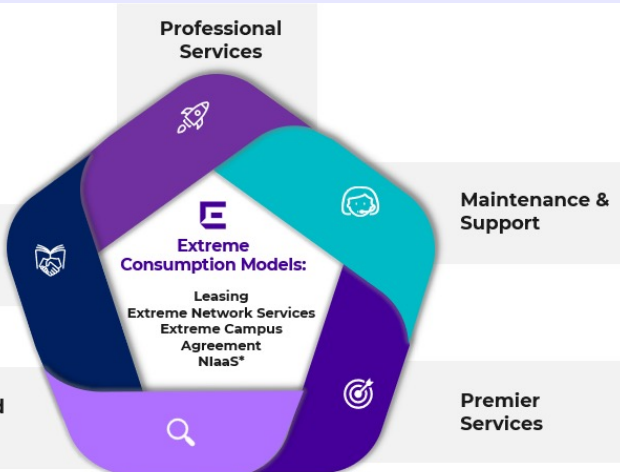
Professional Services

Customer Success

Maintenance & Support

Managed Services

Premier Services



*Network Infrastructure offered as a Service

Comprehensive Global Services Portfolio

As technology innovation accelerates, so too does the technical skills gap. Organizations need a trusted vendor and advisor, with flexible service options, to help them navigate the intricacies of merging legacy infrastructures with fresh technologies to enable businesses to grow and thrive.

Professional Services

Whether architecting cloudified network migration strategies to meet future business goals, augmenting current teams to fill IT skills gaps, or deploying new solutions for a network refresh, Extreme's team of professional IT engineers are available to support an organization's needs.

Managed Services

The network is the lifeblood of an organization where uptime and business continuity is crucial to an organization's success. Managed Services helps assure minimal service disruption and frees up in-house resources to better enable business outcomes.

Maintenance & Support

Maniacal, around the clock support to troubleshoot the most complex IT challenges. Global businesses trust Extreme's 100% in-house, world-class IT support teams to keep wired, wireless and cloud network operations humming.

Customer Success

From onboarding to adoption to enhancements, reduce risk, accelerate time to value, and get the most from technology investments with Extreme Networks' Customer Success.

Premier Services

Stakeholders demand always-on from anywhere connectivity. Premier Services provides enhanced services such as priority case queuing, a designated resource with deep reach back capabilities to Extreme architects, proactive management to identify issues before they occur, and rapid response times.

Extreme Capital Solutions

Don't let budget constraints halt the transition from legacy technologies to cloud-enabled IT platforms. Easily keep pace with market changes, technology innovation, and stakeholder demands with flexible, unique financing options.

"Extreme has been an amazing partner for us. They provided a turn-key solution and followed through the entire process. From network design, to sales, to implementation, they were with us every step."

—Chief Technology Officer, Education Industry

"Very responsive vendor who actually listens and understands customers' needs and wants."

—Enterprise Network Architect, Government Industry

"Extreme has great solutions, so we don't have to call for support often, but when we do, we always get someone who's extremely knowledgeable and courteous and handles our problem very quickly."

—Network Systems Manager, Higher Education Industry



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DUBAI WORLD TRADE CENTRE



¹Korn Ferry Research, 2018, 2022 <https://www.kornferry.com/insights/this-week-in-leadership/talent-crunch-future-of-work>
²MIT Technology Review, 2023 <https://www.technologyreview.com/2023/09/21/1079695/new-approaches-to-the-tech-talent-shortage/>