

# Quantum Redefines Professional Services Portfolio to Offer Maximum Flexibility, Align with Customer Needs at Any Stage of the Data Lifecycle

*Offerings deliver expert-led services that empower customers to accelerate deployment, optimize performance, and unlock immediate value in their data*

SAN JOSE, Calif.--(BUSINESS WIRE)-- Quantum Corporation (NASDAQ: QMCO) announced an update to its [Professional Services portfolio](#), redefining its offerings to meet customers' needs across the data lifecycle and provide greater flexibility in how services are consumed. Quantum uniquely delivers comprehensive data lifecycle management spanning high-speed ingest to data protection to long-term archiving. As organizations increasingly depend on data to drive AI initiatives, fuel innovation, and streamline operations, customers require tailored, efficient, and scalable services that evolve with their infrastructure and business goals.

This press release features multimedia. View the full release here:

<https://www.businesswire.com/news/home/20250520813524/en/>

PS Value Package Tiers			
SERVICE ACTIVITY	ESSENTIAL	ENHANCED	PREMIUM
Firmware Updates (Remote)	Once a Year	Once a year	Twice a year
Training & Knowledge Transfer	Online training	Online training + One virtual ILT	Online training + One virtual or onsite ILT*
PS Hours (Per Year) (config changes, tuning, support)	8 hours	16 hours	32 hours
Health Checks	-	One annually	Two annually
Customer Success Manager Hours (Per Year)	-	-	16 hours

\*ILT- Instructor-led Training at a Quantum Training Facility.

Structured around three core offerings—new subscription-based Value Packages, Deployment Services, and On-Demand Services—Quantum's Professional Services are built to meet

customers where they are in their data journey. Whether accelerating a new deployment, optimizing a legacy environment, or planning for future growth, these services offer scalable, expert-led support that aligns with both immediate needs and long-term strategies.

## Value Packages: Subscription-Based Bundles with Predictable, Low Costs

Quantum's new Value Packages offer all-inclusive, subscription-based service bundles that combine Quantum's most requested services, including firmware/software updates, training, on-demand support, and expert guidance into a single, streamlined solution. Available in multiple tiers to fit different customer needs and environments, these packages provide comprehensive services over one or more years, with the added benefit of up to 40% cost savings compared to purchasing services individually. With predictable pricing, ongoing engagement, and proactive support from Quantum experts who understand each customer's

infrastructure, Value Packages simplify long-term planning and keep systems optimized and ready for future growth.

### **Deployment Services: Expert-Led Installations for Fast Time-to-Value**

Quantum's Deployment Services are designed to accelerate time-to-value, so customers can gain insights from their data immediately. Delivered by certified Quantum experts, these services streamline setup and integration across the full data lifecycle, from high-performance ingest and backup to long-term archiving. By handling implementation and configuration using proven best practices, Quantum enables internal IT teams to stay focused on strategic initiatives and empowers IT staff with hands-on training and knowledge transfer to ensure long-term success.

### **On-Demand Services: Flexible Support for Optimization, Migration, and System Health**

On-Demand Services provide customers with expert assistance when and where they need it without long-term commitments. Offerings include system health checks, performance tuning, workflow integration, and data migration from legacy platforms or third-party storage systems to Quantum environments.

These services also include integration with third-party technologies, such as backup and archive software like Veeam and Commvault, and non-Quantum storage systems. Quantum also supports the full storage network stack, including Storage Area Networks (Brocade, Cisco), Ethernet protocols (NFS, SMB), and client-side performance optimization. Additionally, Quantum offers software development services for workflow systems (MAM, DAM, PAM), custom scripting for archival and backup, and cloud integration, enabling customized automation and streamlined system administration.

"Our Professional Services offerings are built around real customer challenges—with the right expertise, at the right time, in the right format for where they are in their data journey," said Willem Dirven, chief customer officer at Quantum. "From rapid deployments to expert-led optimization, on-demand options for assistance as needed, and cost-saving service subscriptions, our Professional Services are designed to help customers succeed faster and extract maximum value from their data."

For more information about Quantum's Professional Services, visit [www.quantum.com/professional-services](http://www.quantum.com/professional-services). For more information on Quantum's comprehensive data lifecycle management solutions, visit [www.quantum.com](http://www.quantum.com)

### **About Quantum**

Quantum delivers end-to-end data management solutions designed for the AI era. With over four decades of experience, our data platform has allowed customers to extract the maximum value from their unique, unstructured data. From high-performance ingest that powers AI applications and demanding data-intensive workloads, to massive, durable data lakes to fuel AI models, Quantum delivers the most comprehensive and cost-efficient solutions. Leading organizations in life sciences, government, media and entertainment, research, and industrial technology trust Quantum with their most valuable asset – their data.

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## **Forward-Looking Statements**

The information provided in this press release may include forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934 ("Exchange Act"). These forward-looking statements are largely based on our current expectations and projections about future events and financial trends affecting our business. Such forward-looking statements include, in particular, statements about the anticipated benefits and features of Quantum Professional Services, as well as our business prospects, changes and trends in our business and the markets in which we operate.

These forward-looking statements may be identified by the use of terms and phrases such as "anticipates", "believes", "can", "could", "estimates", "expects", "forecasts", "intends", "may", "plans", "projects", "targets", "will", and similar expressions or variations of these terms and similar phrases. Additionally, statements concerning future matters and other statements regarding matters that are not historical are forward-looking statements. Investors are cautioned that these forward-looking statements relate to future events or our future performance and are subject to business, economic, and other risks, and uncertainties, both known and unknown, that may cause actual results, levels of activity, performance or achievements to be materially different from those expressed or implied by any forward-looking statements.

These forward-looking statements involve risks and uncertainties that could cause actual results to differ materially from those projected, including without limitation, the following: the potential impact of the COVID-19 pandemic on our business, including potential disruptions to our supply chain, employees, operations, sales and overall market conditions; the competitive pressures we face; risks associated with executing our strategy; the distribution of our products and the delivery of our services effectively; the development and transition of new products and services and the enhancement of existing products and services to meet customer needs and respond to emerging technological trends; whether the market for Quantum Professional Services develops as anticipated and whether our products meet the developing needs of this market; and other risks that are described herein, including but not limited to the items discussed in "Risk Factors" in our filings with the Securities and Exchange Commission, including our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission (the "SEC") and any subsequent filings with the SEC. We do not intend to update or alter our forward-looking statements, whether as a result of new information, future events or otherwise, except as required by applicable law or regulation.

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