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# Quantum® Announces Availability of MyQuantum<sup>SM</sup> Service Delivery Platform to Enhance Customer Service Experience and Further Expand as-a-Service Capabilities

SAN JOSE, Calif., April 5, 2022 /PRNewswire/ -- [Quantum Corporation \(NASDAQ: QMCO\)](#), the leader in solutions for video and unstructured data, today announced the availability of the [MyQuantum service delivery platform](#). MyQuantum is a new secure online portal for Quantum customers that provides single sign-on (SSO) access to important resources. Customers can now manage their support cases, search the Quantum knowledge base and documentation, download software, and monitor their Quantum assets using Cloud-Based Analytics (CBA) AIOps software – all from a single-entry point.



For organizations managing data across multiple data centers, both on-premise and in a hybrid- or multi-cloud model, the MyQuantum Service Delivery Platform streamlines support and monitoring of Quantum assets regardless of where they are deployed. MyQuantum is the most recent enhancement to Quantum's expanded services portfolio as the company continues its transformation to a software and as-a-Service company and business model.

## Capabilities of the MyQuantum Service Delivery Platform Include:

- Single sign-on access to post-sales customer-facing assets and software
- Ability to open and manage support cases
- Single-pane-of-glass access to commonly used support applications such as product registration, software and firmware downloads, the interactive documentation center and more

- Cloud-Based Analytics software to proactively monitor and optimize Quantum assets, identify problem areas, and reduce downtime from an intuitive dashboard
- Online knowledge base to search for common questions and best practices

Quantum will continue to enhance MyQuantum functionality going forward, expanding SSO to more applications, providing additional options for customer engagement and role-based access, and adding account management functionality such as support and subscription renewals and order history tracking.

### **Introduction of MyQuantum is Part of Expanding Global Support and Services Offerings**

MyQuantum is the latest in a series of new offerings within Quantum's Support and Services portfolio, which has a broad range of services to help customers design, install, use, protect, and optimize their Quantum products. Quantum recently introduced new service offerings including Customer Success Manager (CSM) and Dedicated Support Engineer (DSE) services to provide premium, dedicated resource support for large customers.

"The introduction of the MyQuantum service delivery platform is a key step toward providing more value-add services to our customers, as well as improving the overall customer experience," says Rick Valentine, Quantum chief customer officer. "The feedback from early-access customers been very positive, and we're excited to make it broadly available to our entire customer base as we continue to expand our as-a-Service offerings."

The MyQuantum service delivery platform is available now to Quantum customers. For more information on Quantum's comprehensive services portfolio, visit [www.quantum.com](http://www.quantum.com).

### **About Quantum**

Quantum technology, software, and services provide the solutions that today's organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum's end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000<sup>®</sup> Index. For more information visit [www.quantum.com](http://www.quantum.com).

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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 the MyQuantum Service Delivery platform and 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 need to address the many challenges facing our business; 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 active and cold data storage 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 Form 10-K filed with the Securities and Exchange Commission on May 26, 2021 and our Form 10-Q filed on February 9, 2022. 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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