Extreme Platform ONE™

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Q: What is Extreme Platform ONE?

A: Extreme Platform ONE is a groundbreaking technology platform that reduces the complexity for enterprises by seamlessly integrating networking, security and AI solutions. The platform's AI-powered automation includes conversational, interactive and autonomous AI agents—to assist, advise and accelerate the productivity of networking, security and business teams—effectively reducing the time to complete complex tasks from hours to minutes. Extreme Platform ONE also offers the industry's simplest licensing.

Q: Why is Extreme launching this new solution?

A: Networking and security have become very difficult to manage. This complexity is caused by too many interfaces; difficult or near impossible integrations; siloed AI, data, and apps; and fragmented licensing. Extreme Platform ONE is the next big step in Extreme's ongoing efforts to help customers simplify and accelerate operations.

Q: What is the value of Extreme Platform ONE for customers?

A: Extreme Platform ONE enables organizations to regain control, unlock innovation, and boost productivity through:

! One integrated experience that is easy to use
! Deep automation with built-in AI that boosts productivity, reducing cycle time from hours to minutes
! Simplified licensing that makes the solution as easy to buy as it is to use

Q: How does Extreme Platform ONE differentiate?

A: Some competitors offer a platform that only includes technology. Beyond this, Extreme Platform ONE includes network and inventory management, security as well as support services with purpose-built licensing. It is differentiated in the following ways:

! A composable workspace that unifies networking, security, and inventory management for NetOps, SecOps, and business teams
! Built-in AI that goes beyond remediation to automate networking and security use cases across the entire learn, plan, deliver, fix lifecycle

! Advanced inventory management that simplifies buyer experience across trial, purchase, renewal, expansion, and migration
! Simplified licensing that encompasses network, security, and inventory management, AI, and support services

Q: When will Extreme Platform ONE be available?

A: The release schedule for Extreme Platform ONE is:

! Limited Availability (LA) - First Half of CY2025
! General Availability (GA) - Q3 of CY2025

Q: Extreme Platform One is not available yet. What do I sell to my customer today?

A: Keep selling ExtremeCloud™ IQ Pilot and CoPilot. A seamless and comprehensive upgrade process will be available to customers. More details will be shared in the near future. **Get the latest ExtremeCloud IQ customer presentation** and use it to explain the value of what Extreme offers today:

! [For Extreme Sellers](#)
! [For Extreme Partners](#)

Q: In brief, what are the key features planned for Extreme Platform ONE at GA?

A: Extreme Platform ONE has been designed to support NetOps, SecOps, and business teams across the learn, plan, deliver, fix lifecycle. Key features include:

! A real-time composable workspace
! Unified network monitoring and management
! AI across every aspect of the platform
! Network and fabric visualization and orchestration
! Universal policy management for applications and network access
! Asset, license, subscription, and contract lifecycle management
! Integrated ecosystem partner services, such as with Intel and ServiceNow
! Administration, settings, and role-based access control
! Support Services: base tier of GTAC support, including next business day shipping and OS updates
! Simplified licensing

Q: How does AI fit into Extreme Platform ONE?

A: AI is built into every aspect of Extreme Platform ONE and enabled by two components: an AI core and Extreme AI Expert™. The powerful AI core combines multiple large language models that leverage data from Extreme's knowledge bases, as well as permissioned, real-time customer network and security data, and even third-party ecosystem partner data. Extreme AI Expert goes beyond mere remediation to address a broader set of use cases spanning the learn, plan, deliver, and fix lifecycle across Extreme's networking and security services. Extreme's AI enables capabilities including:

! Anomaly detection and remediation
! Network data analysis and visualizations
! Step-by-step assisted workflows
! Technical and financial scenario planning
! Product and migration recommendations
! Script and API application template generation
! Natural language conversation

Extreme AI Expert, leveraging the AI core, supports NetOps, SecOps, and business users through flexible modalities: conversational, interactive, and autonomous with AI agents.

Q: Is Extreme AI Expert available outside of Extreme Platform ONE?

A: No, Extreme AI Expert is only available with Extreme Platform ONE.

Q: What steps has Extreme taken to ensure its AI is safe and trustworthy?

A: Extreme believes that the safety and trust of AI is a critical concern and is therefore committed to safeguarding the privacy, security, and ethical use of AI within its platform. Significant safety precautions and guardrails are built into Extreme's AI. Sources for recommendations and links to more information are provided to explain and validate recommendations. Answers are continuously improved through reinforcement learning based on human feedback. Further, Extreme AI Expert:

! Prevents prompt injection attacks and jailbreak attempts.
! Identifies and mitigates AI hallucinations to ensure accurate and grounded outputs.
! Detects and blocks harmful content.

Further, Extreme implements robust policies to ensure data privacy, including:

! All customer data that goes to the AI is permissioned.
! No chat information is made available to other users inside a customer domain or to other customers.
! The only data that leaves a customer domain is anonymized, removing all PII, and is used as feedback to enhance AI model learning.

The following measures are implemented to automate audit and ensure compliance:

! **Robust Data Encryption:** Advanced encryption techniques are employed to safeguard data, both at rest and in transit to minimize the risk of unauthorized access.
! **Secure Access Controls:** Stringent access controls are implemented, including role-based access, policy-based access control and multi-factor authentication, to limit access to authorized personnel.
! **Regular Security Audits:** Security audits and vulnerability assessments are conducted regularly to identify and address potential security threats.
! **Compliance with Data Privacy Regulations:** Relevant data privacy regulations such as GDPR and CCPA are adhered to for ensuring that data is handled responsibly and ethically. Proactive governance and compliance are provided to help ensure the protection of personal data and compliance with proper usage of it.
! **Data Minimization:** Collection and storage of only the necessary data to fulfill the purpose of the platform helps to minimize the impact from any data breaches.
! **Incident Response Plan:** A comprehensive incident response plan in place to quickly address any security incidents or breaches.
! **Regular Security Training:** Regular security training is provided to Extreme employees to raise awareness of potential threats and best practices.
! **Data Retention Policies:** Clear data retention policies are implemented to determine how long data is stored and when it should be deleted or anonymized.
! **User Privacy Settings:** Users are provided with granular control over their data, allowing them to choose what data is shared and how it is used.

Q: What are the differences between Extreme Platform ONE and ExtremeCloud IQ?

A: ExtremeCloud IQ's capabilities have been focused on network management. Extreme Platform ONE expands on these capabilities, augmenting ExtremeCloud IQ with a much broader set of workflows across networking, security, and inventory management for NetOps, SecOps, and business teams.

! A single spot with networking and security workflows to orchestrate and operate a zero trust network.
! Conversational, interactive, and autonomous AI that automates and supports remediation and a broad range of use cases across the learn, plan, deliver, fix lifecycle for multiple teams.
! Inventory management that goes beyond asset visibility and license assignment to include AI-assisted scenario planning, product and migration recommendations, and license, subscription, and contract management.
! Support services that are included in Extreme Platform ONE's licensing to further simplify financial processes, from budgeting to renewal.

Q: What benefits does Extreme Platform ONE offer customers with ExtremeCloud IQ on-premises management solutions?

A: Extreme Platform ONE will additionally provide:

- ! AI functionality
- ! Inventory management
- ! Visibility into cloud-connected ExtremeCloud IQ Site Engine and ExtremeCloud IQ Controller instances
- ! Tighter integration between on-premises and cloud management is planned

More information will be made available closer to the GA date.

Q: Will Extreme Fabric capabilities be available in Extreme Platform ONE?

A: Yes. Key network and fabric visualization capabilities are planned for General Availability, such as:

- ! Cloud-based fabric management, including end-to-end fabric and service visibility over wired and wireless devices.
- ! Visualization of logical services (VLAN/IP/ISID) overlay on top of the physical network for end-to-end service views

More granular orchestration features are planned for release post-GA.

Q. Can Extreme Platform ONE be sold to E-Rate customers for the 2025 funding year?

A: As of October 2024, the quoting of Extreme Platform ONE has been available to E-Rate customers for the 2025 funding year. There are specific SKUs designed for E-Rate customers only.

Q: When will pricing details be available?

A: Information about pricing will be made available during the first half of CY2025.

Q: What is the enablement timeline for Extreme Platform ONE and when will I learn more?

A: A comprehensive learning journey is planned for both internal Extreme Internal Sales and Partners. This includes workshop events, on-demand videos, FAQs, and announcement sessions.

For Extreme Sales:
- ! Further information, including a visual timeline view of the enablement plan, is available on Extreme Academy here.
- ! Sales AI Assistant is your go-to for any questions on Extreme Platform ONE. It has been loaded with information including many recent questions which have come up to date.
- ! You should have received an invitation to the Sales Enablement Workshop in February. Please reserve this time as this will be a key learning opportunity.
- ! The workshop will be complemented by a series of Sales Enablement Videos to be made available on Extreme Academy from March 2025 onwards.

For Extreme Partners
- ! Further information is available on the Partner Portal here.
- ! Please raise any questions you may have on Extreme Platform ONE at this link here.
- ! Existing technical training courses will be enhanced through the addition of Extreme Platform ONE modules at GA.
- ! These modules will also be available on-demand as standalone course content to enable partners and customers to gain familiarity with Extreme Platform ONE.

Q: What additional resources are available to share the news with customers?

A: There are several resources:

- ! Extreme Platform ONE Press Release
- ! Extreme Platform ONE Solutions Page
- ! Executive blog which covers example uses cases of Extreme Platform ONE
- ! Extreme Platform ONE Launch Webinar
- ! Extreme Platform ONE Overview Video
- ! Extreme Platform ONE At-A-Glance
- ! IDC Whitepaper: The Era of Connectivity Platforms: Reimagining Networking Across the Enterprise

Q: Is there a presentation template for Extreme Platform ONE?

A: Yes.

- ! For Extreme Sellers
- ! For Extreme Partners