NEWS RELEASE

Penguin Computing Launches 24×7 Global Support Program

2012-01-11

Penguin Computing, experts in high performance computing (HPC) solutions, today announces a new global 24x7 on-site support program. The company has partnered with information technology solutions company Unisys to enhance the technical support available to Penguin Computing customers when they need it, where they need it. "Offering global support will help us grow our business into new markets while increasing the quality of our support network internationally," says Charles Wuischpard, CEO Penguin Computing. "By working with an industry leader like Unisys we are able to offer all our customers the level of service that we have only been able to provide to North America." Unisys is providing preventive and remedial maintenance, installation and forward/reverse logistics services worldwide for Penguin customers' Linux-based servers, workstations and clustered systems. The Unisys services complement Penguin Global Support Services, which are designed not only to keep customers of Penguin Computing hardware and software current, but also to react swiftly to any problems that may occur. Support Tools Include: 24x7x365 access to a team of highly-trained support engineers

- Seven depots around the world to supply parts quickly
- Support available in [insert number] languages from initial incoming call
- After hours call-back in one hour or less

Penguin's on-site service is an affordable option for customers that need systems up and running quickly and for those that might not have the on-site resources to manage hardware repairs. For more information, please visit www.penguincomputing.com