NEWS RELEASE

Penguin Solutions Launches AI Platform Operations Services to Accelerate Customers' Time to Value and Safeguard SLA Achievement

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New operations services offering provides single point of accountability that reduces operational risk and delivers sustained productive GPU capacity

FREMONT, Calif.--(BUSINESS WIRE)-- **Penguin Solutions**, Inc. (Nasdaq: **PENG**), the AI Factory Platform Company, today announced AI Platform Operations Services for assuring the seamless operation of AI infrastructure. Designed for neoclouds and enterprises that must meet strict performance SLAs, this highly specialized service brings together the operations and engineering expertise and cross-domain coordination required to keep AI factories running efficiently, helping customers to achieve their highest possible cluster performance and maximize return on investment.

AI factories bring together compute, networking, storage, and software from multiple technology providers, creating complex environments that require specialized expertise to operate reliably at scale. Backed by more than 25 years of large-scale infrastructure expertise and over 4.2 billion hours of GPU runtime experience, Penguin Solutions' AI Platform Operations Services delivers end-to-end lifecycle management, operational governance, and continuous optimization across the infrastructure stack. This integrated approach simplifies multi-vendor operations, reduces operational risk, and enables customers to focus on maximizing the value of their AI investments.

"Customers are not buying infrastructure. They are investing in platforms that must perform, scale, and be available under real business pressure. Through our AI Platform Operations Services, we are accountable for end-to-end operational excellence and meeting critical SLAs," said Adam Koch, Vice President, Global Services, at Penguin Solutions. "Few organizations have the specialized expertise and proven experience for reliable system-level

operations. Our AI Platform Operations Services fills that gap while accelerating time to value, protecting customer commitments, and scaling AI environments with confidence."

Full-Stack Accountability for Cluster Performance

AI Platform Operations Services is built around four core pillars:

- Operate: Maintain platform health and operational readiness across compute, networking, storage, software, and supporting infrastructure.
- Optimize: Continuously improve configuration, performance, throughput, utilization, and productive capacity as operational requirements evolve.
- Protect: Reduce operational, lifecycle, and supply-chain risk through proactive remediation, lifecycle planning, OEM coordination, sparing strategies, and continuity planning.
- Govern: Provide an accountable operating model through engagement leadership, service governance, escalation management, reporting, and continuous improvement.

Penguin Solutions' AI Platform Operations Services offers flexible service tiers tailored to customers' operational needs, from business-hours coverage to 24x7, multi-site support. Depending on customer requirements, services include continuous monitoring and critical incident response, onsite data center operations, and follow-the-sun access to specialized network, storage, and systems engineering expertise.

Services Centers of Excellence for Global Delivery

AI Platform Operations Services draws on six Penguin Solutions Services Centers of Excellence to provide customers with access to specialized expertise and consistent service delivery worldwide. By bringing together network, storage, systems, and other engineering disciplines, Penguin Solutions can rapidly address complex, cross-domain issues to help maintain high node availability, optimize performance, and meet customer service-level agreements (SLAs). For more information about Penguin Solutions and its services, visit **www.penguinsolutions.com**.

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About Penguin Solutions

Penguin Solutions is the AI Factory Platform Company. We design, build, manage and operate next-generation AI infrastructure for enterprises, sovereign AI initiatives, and neocloud providers.

With deep design expertise at the intersection of AI infrastructure and memory solutions, our Full-Stack AI Factory

Platform combines differentiated infrastructure software, advanced memory, compute systems, end-to-end services, and industry-leading partner technologies to help customers accelerate deployment, optimize token economics, and maximize the return on their AI investments.

Learn more at **PenguinSolutions.com**.

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