FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS AND PARTNERS

About the Quantum Pivot3 Surveillance Business Acquisition

What does this acquisition mean for existing Pivot3 surveillance customers?

Quantum is excited to welcome over 500 new surveillance customers globally with some of the most demanding mission critical deployments in the world including airports, mass transit, casinos, education, and smart cities - joining a growing list of Quantum security and surveillance customers worldwide.

What was included in this acquisition from a product-line perspective?

This acquisition brings the Pivot3 Surveillance Series including the V5 and V3 appliances along with the Virtual SOC GPU-enabled appliance for running mixed workloads including Video Management Systems (VMS), Desktop Virtualization (VDI) and video analytics applications. Additionally, the acquisition includes the Pivot3 Essentials Series line of NVRs to satisfy small footprint surveillance use cases.

To help broaden Quantum's software capabilities, the acquisition includes the Pivot3 Acuity Surveillance Edition HCI Software with resilient erasure coding for software-defined options that can run on servers from different vendors. It also includes the Pivot3 Surety Software and the single pane of glass Pivot3 Management Application for administering large deployments with AI-driven predictive storage maintenance, health monitoring with anomalous detection, and phone home alerting with dispatch.

All these product lines will be offered as part of the Quantum VS-Series portfolio going forward.

Will Quantum continue to offer all Pivot3 models in the Surveillance Series?

Yes – Quantum plans to continue to offer all Pivot3 models in the Surveillance Series, under the Quantum VS-HCI Series product line. Pivot3 Essentials series will be offered under the Quantum VS-Series. Going forwards we have an innovative and compelling roadmap planned that builds on the proven Pivot3 product line with Quantum's intellectual property and expertise in video, that we look forward to sharing with you in the coming weeks.

Will Quantum be supporting the Pivot3 surveillance customers going forward?

Yes, effective immediately Quantum has assumed the support contracts for all Pivot3 surveillance customers. Quantum offers global support capabilities with a 24x7x365, follow the sun model, and key team members from the Pivot3 support organization are joining Quantum's support organization to ensure a consistent customer experience.

How should Pivot3 surveillance customers contact support?

Pivot3 surveillance customers can contact Quantum Technical Support in the same manner as with Pivot3. For the time being, the Pivot3 website, support portal login, support email alias, and phone numbers remains the same.

What was included in this acquisition in terms of employees?

Over 40 key members from the Pivot3 engineering, product and sales organizations are joining Quantum under direction of the Strategic Markets Business Unit, led by Ross Fujii, General Manager. Sales will be led by Curt Wittich, Vice President of Sales, Strategic Markets.

How does this acquisition fit within Quantum's strategy?

The video surveillance market has been growing exponentially for several years. Quantum made the strategic decision to pursue the market as it continues to grow and expand, bringing our strengths in capturing, storing, and protecting unstructured data like video. Part of our strategy to expand is to offer an expansive solutions portfolio that supports the video surveillance data lifecycle from capture to core to archive, as well as ancillary activities including video analytics. Pivot3 adds significant capabilities to that solutions portfolio, along with a large install base and a seasoned sales and engineering team.

What is the status of the Pivot3 Datacenter business?

Quantum did not acquire the Pivot3 Datacenter business as part of this acquisition.

Quantum will continue to support Pivot3 surveillance customers and partners, as well as surveillance customers that also have deployed Pivot3 datacenter products. Pivot3 datacenter-only customers should contact their local sales team to discuss options.

What is Quantum's plan regarding Pivot3's other partners and technology alliances?

Quantum is committed to growing the surveillance business and collaborating in the ecosystem and intends to continue to foster and develop existing Pivot3 partnerships and alliances where they make sense for both parties. We will be reaching out to key partners in the coming days and weeks, starting this week at ISC West – you can find us in booth # 11093.

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