

# Platform HPC Management Software FAQ

## 1. **What is the news?**

Platform Computing is continuing its leadership in the HPC management software business by becoming the first independent software vendor to deliver an entire HPC management solution. The solution consists of two suites, Platform Accelerate and Platform Manage, which together form a comprehensive solution of integrated software that enables organizations to improve time-to-results and reduce computing costs.

Platform's mission is to help analysts, engineers and scientists advance the world by exploiting the power of HPC. Our vision is to be the partner of choice for integrated HPC management software solutions that are innovative, reliable and cost-effective. This new solution offering supports both the mission and vision and allows us to deliver concrete business benefits to our customers.

## 2. **What is HPC management software?**

HPC management software is the software that sits between the application and the operating system enabling users to develop, run and manage their compute and data intensive applications and manage their HPC systems.

## 3. **What are Platform Accelerate and Platform Manage? Are they new products?**

Platform Accelerate and Platform Manage are not new products. They are a new way for us to demonstrate the added value of our products as an integrated solution that solves our customers' requirements for application workload management and cluster management between the hardware and the applications themselves.

## 4. **How does this affect your existing products?**

All of our existing products will remain and will continue to be developed and supported. However, we are now offering two product suites within the HPC enterprise solution.

The key positive impact from the perspective of our customers is that we will be working to tighten the integration between all of our products to develop new functionality to meet the evolving needs of HPC users. We

will also continue our work on integrating additional applications into our solution set.

**5. Why did Platform decide to reposition its product offering?**

The use of compute and data intensive applications is always increasing, driven by end-user needs to process more data, analysis, and simulations in shorter time windows. This growth is driving the need for more scale-out/clustered deployments across a wider range of industries. We are responding to this trend by providing the solutions a broader range of users need to maximize the value from their HPC environments.

**6. How does this move affect existing customers?**

Our existing customers will not notice any changes in our products, our delivery of these products or the services they receive.

What will change is that our communications will be geared more towards the idea that the software we develop has intrinsic value beyond the sum of the parts when the various products are used together as part of a complete HPC management software solution.

**7. Will the price of the product that I currently use remain the same?**

Pricing for individual products will not change outside of regular pricing decisions.

**8. If I use one of your existing products am I still entitled to ongoing support?**

Yes. Support for all existing products remains the same and is subject to the original contract terms.

Platform Support can be contacted at:

Phone: 1 905-948-4297

Toll Free: 1 877-444-4573

Email: [support@platform.com](mailto:support@platform.com)

**9. How do I contact Platform regarding purchase of Platform Accelerate and Platform Manage?**

Platform Sales can be contacted at:

Phone: 1-905-948-8448

Toll Free: 1-877-710-4477

Email: [info@platform.com](mailto:info@platform.com)

**10. I have enrolled in a training course scheduled for the future, will this course be affected?**

No. All courses will continue as scheduled.

**11. Where do I find out more information?**

Please visit our web site at [www.platform.com](http://www.platform.com)

Phone: (905) 948-8448

Fax: (905) 948-9975

Toll Free: 1-877-528-3676 (1-87-PLATFORM)

Email: [info@platform.com](mailto:info@platform.com)