



NEWS RELEASE

Extreme Agent ONE Coworker Saves Customers 1,000 Hours in First Month of Availability

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Ambient AI delivers roughly 10x the engagement of first-generation conversational AI

Customers acted on 98% of critical nudges, leading to expedited issue resolution

MORRISVILLE, N.C.--(BUSINESS WIRE)-- **Extreme Networks**, Inc. (NASDAQ: EXTR) today announced strong early momentum with **Extreme Agent ONE™ Coworker**, the built-in, ambient, context-aware AI agent for **Extreme Platform ONE™**. In the first month of availability, customers collectively saved an estimated 1,000 hours of troubleshooting, and users responded to 98% of critical nudges. Early engagement with Agent ONE Coworker was roughly 10x that of Extreme's first-generation conversational AI agent, signaling that enterprise organizations are ready for AI that proactively surfaces potential network issues.

Extreme Agent ONE Coworker mode, available to all Extreme Platform ONE customers, runs on a purpose-built AI stack that combines advanced reasoning, live network intelligence, and operational expertise, enabling autonomous, governed detection, decision-making, and action. Unlike traditional AI that waits for prompts, Agent ONE's Coworker mode operates proactively through its "Nudge" capability, which surfaces timely, contextual recommendations within the workflow and turns insight into immediate action. The result: fewer disruptions, faster resolution, and networks operating at business speed. In its first month of general availability:

- 41% of Extreme Platform ONE customers used Agent ONE for daily tasks.
- 98% of critical nudges got a response, proof that proactive AI earns attention when it brings the right information at the right moment.

- 58% of support cases opened through Agent ONE Coworker arrived with all the evidence the support team needed to start solving the problem.
- Extreme Agent ONE helped customers resolve issues in minutes, compared to the industry average of two days.

What Customers and Partners are Saying About Extreme Agent ONE

“Extreme Platform ONE is like having two or three more network engineers on staff, and for a team our size, that changes everything. When HR lost wireless, it could have significantly impacted campus operations, since our admin building also houses finance, registration, and enrollment. Agent ONE Coworker told me exactly where to look: one access point needed attention, plus several more were due for firmware upgrades. We resolved the issue in about 20 minutes rather than an entire morning and addressed problems we likely would have missed. Additionally, when a device on our guest network turned up running crypto mining software, Agent ONE helped us trace it through our access points and quickly narrow down its location. Extreme Agent ONE Coworker puts expert-level insight in my team’s hands the moment we need it,” said **Kevin Rocha, CIO at Hill College**.

“AI is only as good as the data it's ingesting. Extreme Agent ONE Coworker separates chaos from insight, giving networking teams greater transparency into the data and reasoning behind its answers. Ultimately, that reduces operational workload so that we can do better work, faster,” said **Moshe Sittner, Wireless Infrastructure Engineer, Touro University**.

“Extreme Agent ONE Coworker enables us to scale our sites and services without the usual configuration sprawl. I've spent years flicking between consoles to chase down one issue, so having networking, security, and AI together in Extreme Platform ONE feels like someone built the tool I would have designed myself,” said **Brent Addis, Group Security Architect, Fastcom, a New Zealand IT and telecommunications company and Extreme Partner**.

Executive Insights:

“Conversational AI only helps when people already know what to ask. That’s a design limitation, not a user problem. We built Extreme Agent ONE Coworker to reason continuously over live network context and act on what it finds, under governance our customers control. Unlike others in our industry who are still focused on dashboards and conversational AI, our customers are already benefiting significantly from the ambient AI in Agent ONE Coworker mode that reasons and acts on your behalf,” said **Nabil Bukhari, CTO and President of AI Platforms at Extreme**.

Looking Ahead: Extreme Agent ONE™ Operator mode

Extreme Agent ONE Operator mode, expected to be available in the first half of CY27, will work independently within defined governance boundaries. It will respond to events in real time and run scheduled tasks without constant human direction. Designed to learn from each interaction and outcome, Operator represents a shift from AI that assists in the moment to AI that operates continuously on behalf of network teams.

About Extreme Networks

Extreme Networks, Inc. (**EXTR**) is a leader in AI-powered cloud networking, focused on delivering simple and secure solutions that help businesses address challenges and enable connections among devices, applications, and users. We push the boundaries of technology, leveraging the powers of artificial intelligence, analytics, and automation. Tens of thousands of customers globally trust our AI-driven cloud networking solutions and industry-leading support to enable businesses to drive value, foster innovation, and overcome extreme challenges. For more information, visit Extreme's website at **www.extremenetworks.com** or follow us on **LinkedIn, YouTube, X, Facebook, or Instagram**.

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