

Kubex
 SCHEDULE A - PRODUCT DESCRIPTION
 Mar-04-2026

SELF-SERVICE SUPPORT

Full Product Documentation Available 24/7/365 https://www.kubex.ai/docs-cco	✓
Access to online self-guided training https://www.kubex.ai/resources	✓

SaaS INFRASTRUCTURE SUPPORT

Backup and DR Configuration	✓
24/7/365 Service Monitoring	✓
Availability SLA	> 99%
Monthly Audit Completion SLA	> 99%

ENGAGEMENT COVERAGE

Security Operations Center	24x7x365
Ticketing System Access	24x7x365
Ticketing/Incidents	Unlimited Tickets
Troubleshooting Assistance	✓
Phone Support	4 am - 8 pm EST, Mon-Fri
Priority Ticket Handling SLO	1 hour response for URGENT tickets during coverage hours

RESOURCE OPTIMIZATION¹

Kubernetes	✓
Amazon AWS	✓
Microsoft Azure	✓
GCP	✓

GENERAL CAPABILITIES

Selection and Editing of Best Practice Policy Templates ²	✓
Reports and Dashboards	✓
Data Retention ³	3 months

USER EXPERIENCE

Onboarding and Training Services	✓
UI Access to Results & Reports	✓
Built in AI agents ⁴	✓

Add-on options available. Refer to Schedule B for details.

¹ Kubex provides SaaS delivered resource optimization for Kubernetes AI / GPU workloads and automates the optimization of your CPU and Memory requests and limits for your containerized workloads. Kubex can also provide SaaS delivered capacity optimization for AWS (EC2, ASG, RDS), AZURE (VMs, scale groups), and GCP (Compute Engine) that determines how to optimize instance matches for workloads by balancing performance and price. Not only does Kubex right-size within the same instance class, it also enables you to modernize instances and safely move between instance classes. Kubex uniquely normalizes workload patterns using benchmarks and Machine Learning to accurately compare detailed configurations and performance characteristics of the hardware underlying the different instance classes. This enables Kubex to compare and safely recommend instance class changes.

² The product uses policies to define the business and technical requirements for your environment and provides guidance to its optimization engine to ensure that it produces recommendations that align with the way you run your infrastructure. It provides a set of predefined policies that reflect industry best practices which can be assigned to manage the analysis of different portions of your environment.

³ An optional additional 3-months of data retention (for a total of 6 months) is available for purchase.

⁴ The Kubex AI agents embeds Kubex's optimization intelligence into a set of AI assistants that take advantage of the Kubex MCP API. The agents extend Kubex's optimization logic into conversational, and other UI based, interfaces that merge deep resource analytics with interactive assistants designed to streamline decision-making. The Kubex AI agents provide enterprise-grade data privacy with the underlying reasoning model never being trained using any customer data.