



Delivering services growth and product adoption

Tom Fountain
Chief Operating Officer

We offer a comprehensive portfolio of services

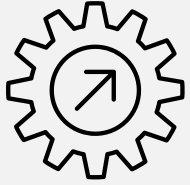
1,500+
Service
professionals

>170,000
Customer
cases a year



>85%
Cases assisted
by AI

9.6
Customer
satisfaction



Our services are tailored to the needs of demanding environments

Over

80%

Of the Fortune 500
companies

Over

300m

Websites rely on
F5's NGINX

All

15

Of the top 15 U. S.
government departments

Trusted by

100%

Of the top 10
companies worldwide
in each vertical



Banking



Retail



Telecom

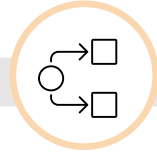


Automotive



Insurance

Architect



Deploy



Support



Train

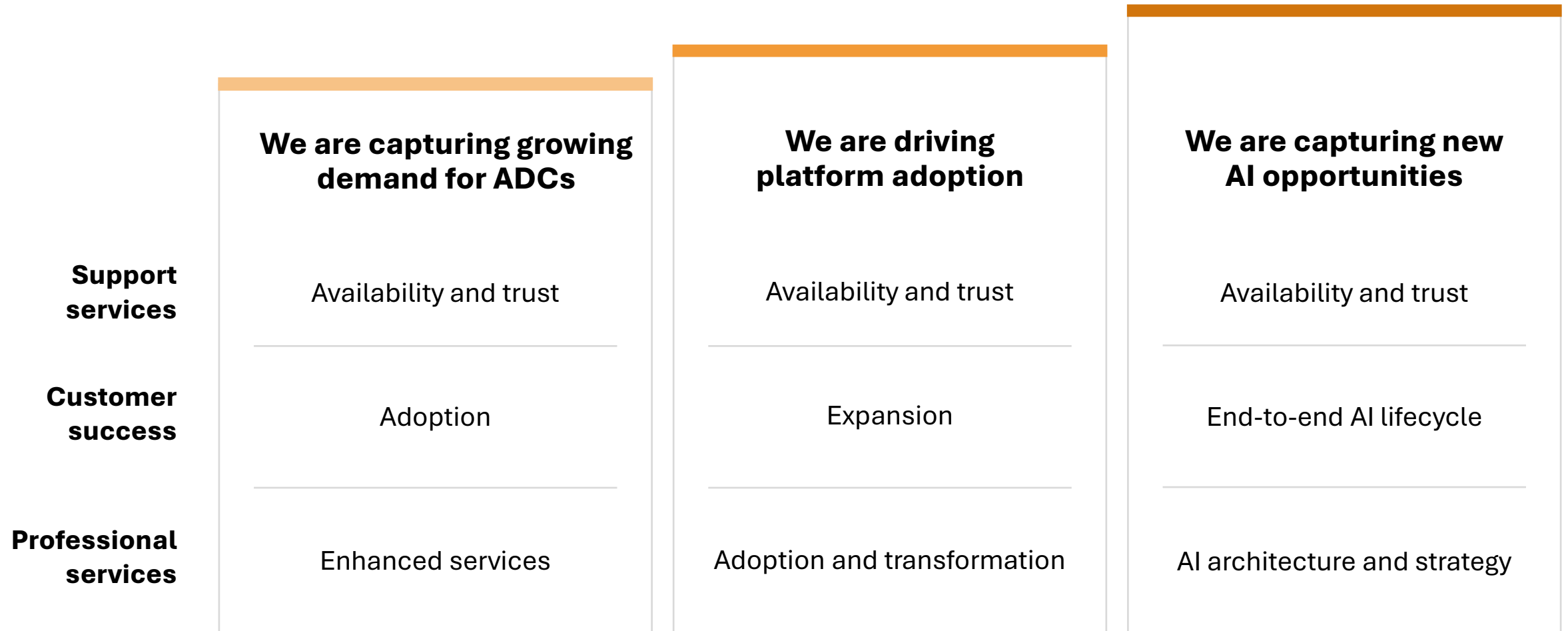


Renew



**The services we provide
help customers embrace
our **Application Delivery
and Security Platform****

Services is critical to executing against our three growth levers



As an example, services drives adoption for Distributed Cloud

A dramatic compression of time-to-value

92 days

FY23 average time to pass traffic on Distributed Cloud



21 days

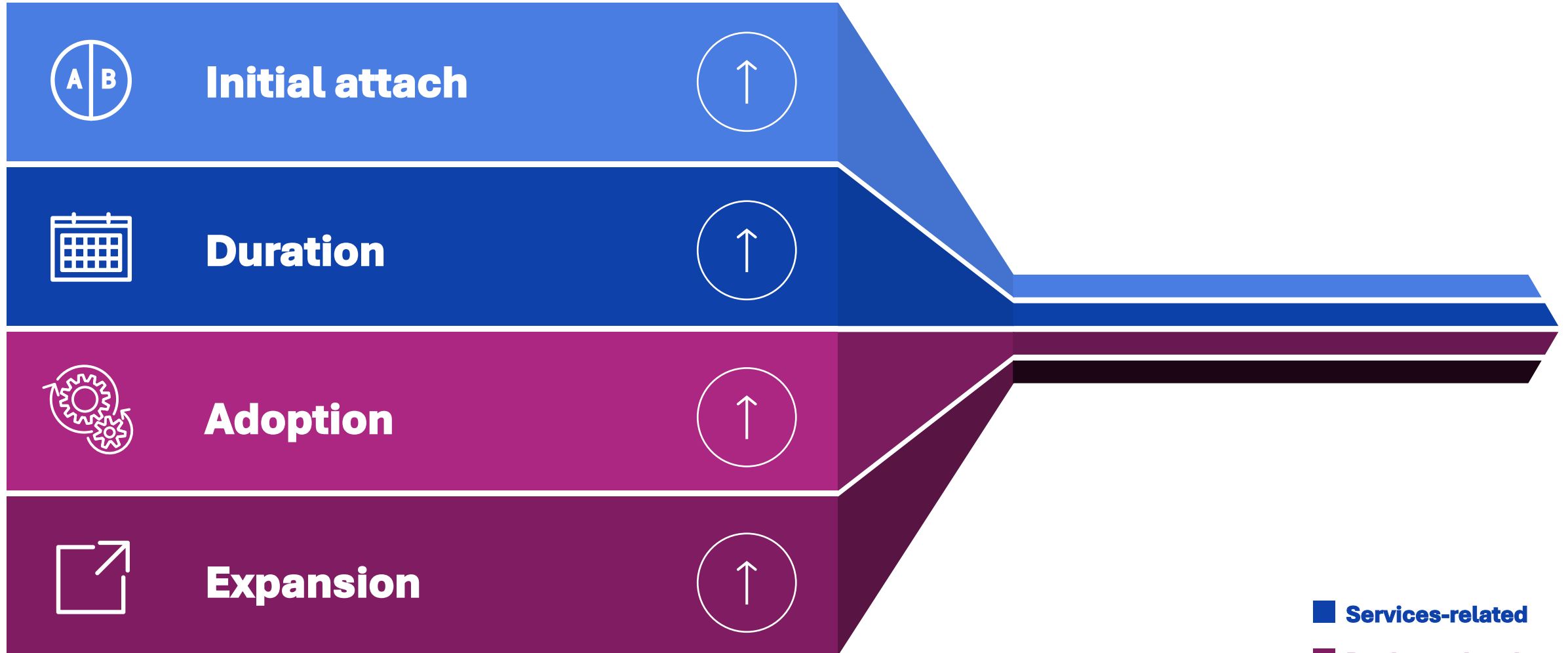
FY26 YTD average time to pass traffic on Distributed Cloud



Through systematic operational rigor and purposeful action, we have successfully reduced the average time to pass traffic for Distributed Cloud customers by over **77%** in three years.

Time to pass traffic measures the time from the start of the contract until data traffic is processed by Distributed Cloud

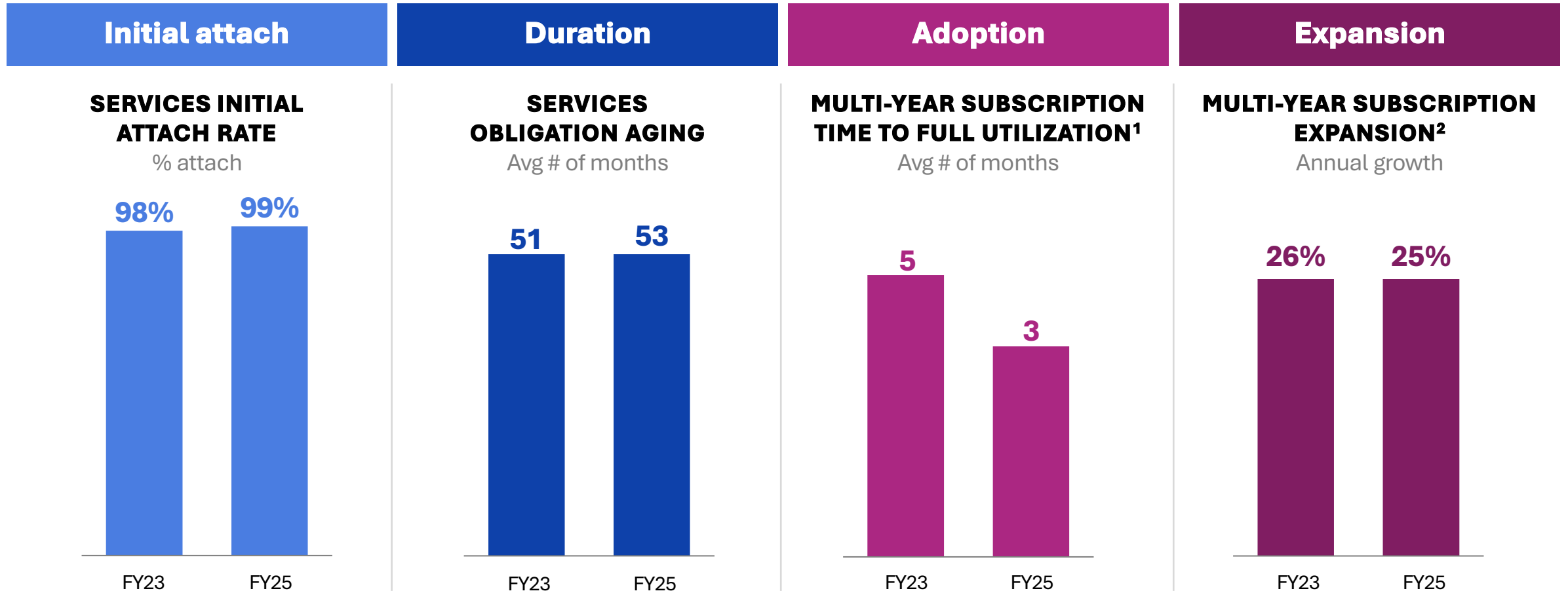
There are four categories of operational measures we are driving



■ Services-related

■ Product-related

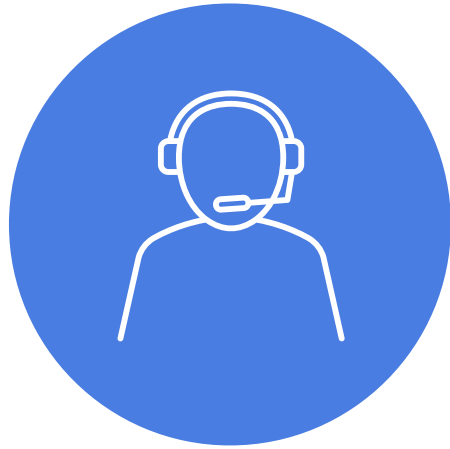
We are delivering impactful results to both services and products



¹ Full utilization is defined to be 80% of contracted value for Flexible Consumption Program (FCP) Schedule A deployable products

² Expansion annual growth rate is calculated across all customers enrolled in the Flexible Consumption Program (FCP) buying program with flat or positive year-over-year spend

We are digitally transforming service delivery



Customer support

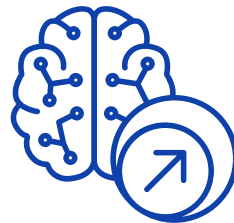


Customer success



Manufacturing

Leveraging tools and AI to enhance the customer experience, consistently and at lower cost



Extensive use of AI is further enhancing F5's services

CUSTOMER SUPPORT

17%

Faster time to resolve issues¹

AI performs technical analysis on F5's knowledge base to solve complex customer issues

DIGITAL SERVICES

15%

Lower case submission rate²

Customers guided to AI solutions and knowledge base articles when opening new cases

CUSTOMER SUCCESS

35%

Time saved on customer updates

AI-powered content automation reduces time and improves quality for customer reviews & plans

MANUFACTURING

16%

Manufacturing functional test yield

Vision AI detects manufacturing anomalies, identifying 500+ defects before they shipped³

¹ Comparison between cases with and without F5's AI support engineer platform

² Comparison in percent of online case open rates following introduction of MyF5 Guided Support (e.g. 15 percentage points lower)

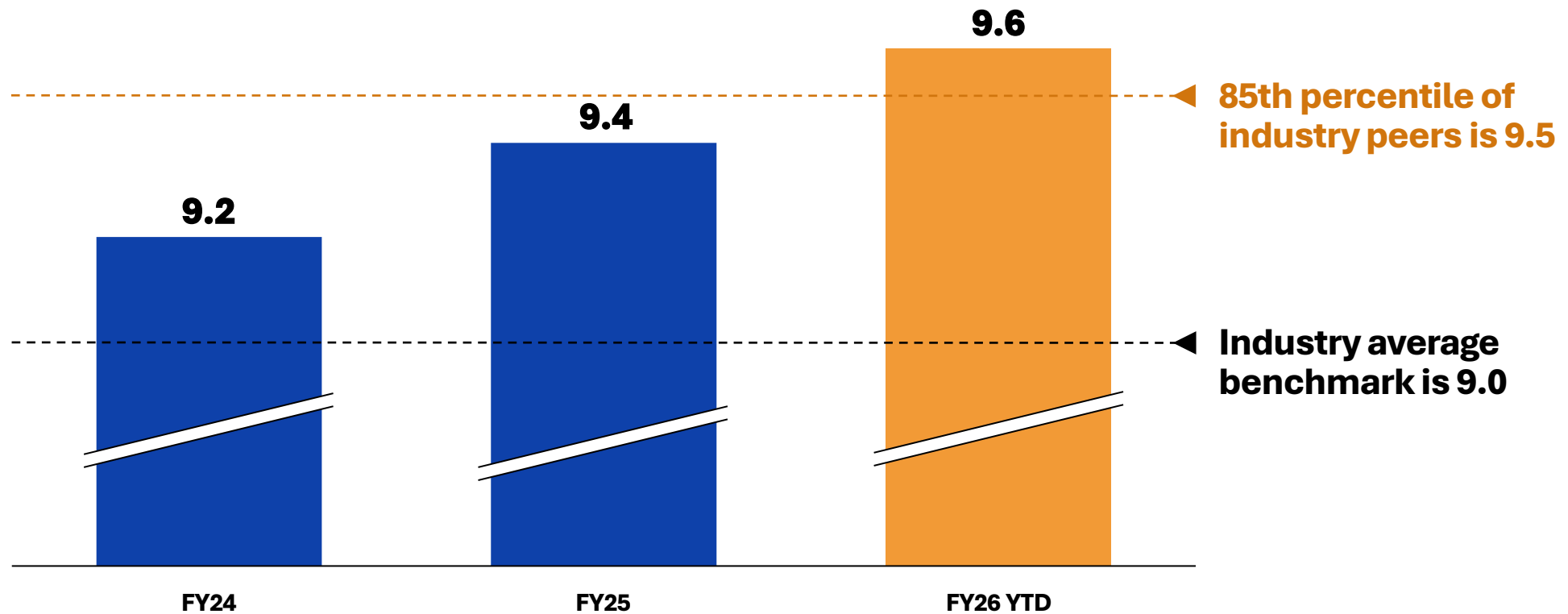
³ During period from FY23 to present



Services experience is a significant differentiator for F5

SUPPORT SERVICES CUSTOMER SATISFACTION (CSAT)

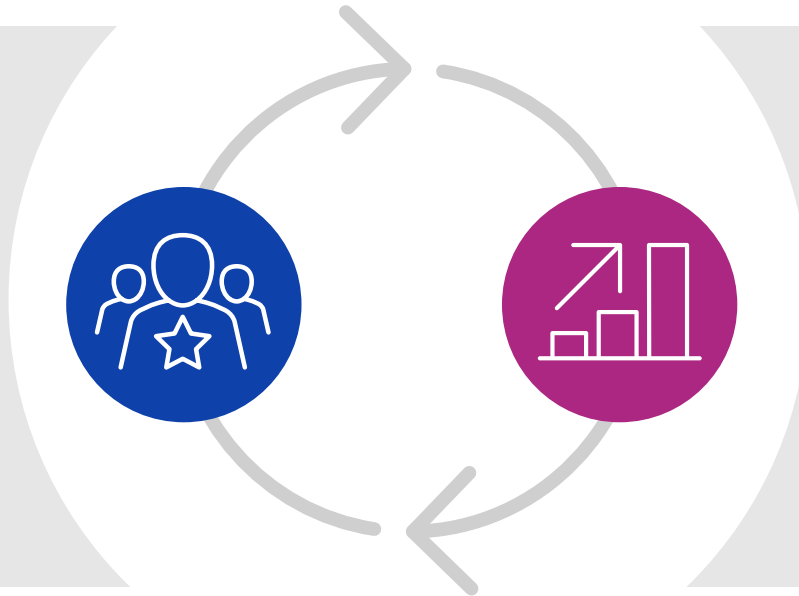
Avg rating out of 10



As of May 2026
Industry benchmark and percentile sourced or derived from Technology Services Industry Association (TSIA)

Services and products create a strong virtuous cycle

Delighting customers
with an exceptional
service experience



Driving incremental
product growth and
consumption

Delivering services growth and product adoption

We deliver a **comprehensive portfolio of services** to accelerate all three growth levers

Services' operating metrics are strong and AI is further **enhancing the customer experience**

Delighting customers through services creates a **virtuous cycle** with product growth



Key Takeaway

Services accelerates F5's growth drivers and delivers a durable source of revenue and profit

