



THE VALUE OF YOUR RED HAT SUBSCRIPTION

Your IT application infrastructure is the foundation of your business. It must be scalable, available, and secure. It must also evolve as your business needs do. This is why you need more than a support contract from your technology vendor. You need a collaborative relationship. Such a relationship is the key to a successful strategy for deploying and maintaining an enterprise platform. Red Hat understands this need.

POWERFUL ENTERPRISE PLATFORM

A Red Hat subscription provides an enterprise-class application platform that evolves with your business. It allows you to leverage the unique and leading position Red Hat has in the open source development community, as well as our strong industry relationships. Through these relationships, Red Hat combines industry and community innovation with Red Hat enterprise platform products, aligning customer and partner road maps. This means you can deploy the manageable, reliable, flexible, and secure IT infrastructure your business demands.

COLLABORATIVE SUPPORT RELATIONSHIP

Traditional software business models are based on licenses, support, and maintenance agreements. Such traditional models only allow you to call the vendor when something goes wrong, and you often have to pay each time. Your Red Hat subscription, however, delivers high-quality software and maintenance along with information and support services that span your entire application infrastructure lifecycle. We encourage you to contact us – but not just when there's a problem. It is a truly collaborative and consultative relationship. When you engage in the Red Hat support process, you will often work with the people who write and test the software and oversee the open source development of the underlying technologies. And you can contact Red Hat to leverage our expertise during all phases of planning, testing, deploying, maintaining, and upgrading your infrastructure.

LEADING AN OPEN SOURCE ECOSYSTEM

Because Red Hat is the world's leading open source provider, your subscription allows you to leverage our involvement in other open source initiatives, as well as our relationships with the software and hardware vendors you rely on.

That's why a subscription from Red Hat delivers much more than just software and support.

YOU CAN DEPEND ON YOUR RED HAT SUBSCRIPTION TO DELIVER:

Enterprise software

Your Red Hat subscription gives you continuous access to all supported versions of the Red Hat software in both binary and source form, including all security updates and bug fixes.

“We chose Red Hat for the quality of its solutions and its outstanding technical support.”

– Umesh Kulkarni,
Software Architecture & Delivery Director,
Banco Pastor

World-class expertise

With a Red Hat subscription you have access to the most experienced, motivated, and knowledgeable Linux and middleware support engineers. In addition, your subscription provides access to our extensive knowledgebase and collection of case studies, as well as the large portfolio of reference architectures, which are examples of real-world deployments you can customize. Remember, you don't have to wait until you have a problem before you interact with Red Hat – you can take advantage of Red Hat expertise no matter where you are in your deployment lifecycle. We understand that software deployments done correctly in the first place need less support during operation.

The Red Hat customer portal <<https://access.redhat.com>> provides simple, integrated access to all of the features of your subscription. Through a web-based interface, you can manage your subscriptions, access product and solution knowledge specific to your environment, engage with Red Hat and our partners, and find technical content to help you learn how to get the most from your Red Hat solutions.

Tested and certified software solutions for your hardware

Red Hat maintains relationships with thousands of software and hardware vendors to create innovative joint solutions. This enables Red Hat to not only help hardware vendors showcase the performance and reliability of their offerings, but also to ensure the performance of the applications your business relies on. In this way, Red Hat, has created one of the largest technology certification ecosystems in the world, with more than 4,000 product certifications to date and more being added every day.

“We were able to receive the proven stability of the platform and Red Hat’s reliable support and services.”

– Hwang Sae Yong,
assistant manager of Computer Operation Team for
Korea Federation of Banks

Robust security

The industry-leading Red Hat Security Response Team works with our customers, partners, security watchdog groups, and the global open source community to identify security vulnerabilities. Red Hat provides fixes as they become available and are tested. To date, Red Hat has delivered fixes for more than 98% of critical vulnerabilities within one calendar day of being identified.

Support

You get access to award-winning Red Hat technical support up to 24 hours a day globally. Because every Red Hat support engineer is, at a minimum, a Red Hat Certified Engineer or an experienced middleware support engineer, you can be confident in the knowledge that you will be working with someone who will understand your issues immediately. We know the best support is about making sure you have the right answer when you need it. Through a reliable process, our experienced support staff makes that happen every day.

“Red Hat is far and above any other company I’ve ever worked with. It is incredibly responsive to all of our needs.”

– Will Darton,
Senior Server Support Administrator,
Discount Tire

Open source legal assurance

As a Red Hat subscriber you will be covered by the Red Hat intellectual property assurance program, which provides you with certain safeguards in the event of a legal claim while you have a Red Hat subscription. Learn more at redhat.com/legal/open_source_assurance_agreement.html.

A stable environment

Red Hat enables you to minimize costs by standardizing your environment on a single, stable platform from the industry’s leading open source vendor. Each major release of Red Hat software is supported for up to 10 years and maintained without compromising the stability of ABIs and APIs, which provides full backward compatibility as new features are incorporated.



Cost advantages

Since Red Hat delivers software and services via a subscription, there are no license or upgrade fees. Neither does Red Hat charge additional maintenance fees, per-incident support fees, or user access fees. Simply maintain one active subscription per resource running Red Hat software to take advantage of the value we provide.

Flexibility

Red Hat subscriptions are transferable among your servers and are not version-specific, so migrating your workloads from legacy systems to the latest hardware does not incur additional cost. Subscriptions for Red Hat software products are available for multiple processor architectures, and are portable between physical, virtual, and cloud-based servers. No matter what your requirements are for software, lifecycle, hardware, support, and portability, you can choose the subscription that's right for you.

“Red Hat ... is there for us ... even with us pushing the operating system to its absolute limits.”

– Jeff Arcun,
Senior Manager, IT
for GAP Inc. Direct

Open application programming interfaces (APIs)

All Red Hat technologies are based on open APIs. You not only have access to the source code for your operating system and middleware, but also access to these open interfaces. This means you can develop highly portable solutions that don't rely on proprietary technology or interfaces.

“Red Hat and Ingres have proven, long-term track records of successful enterprise deployments.”

– Amir Housseni,
Chief Technology Officer,
BBP, an Ingres company

THE VALUE IS CLEAR

Your application infrastructure isn't something to take chances on. So why settle for doing business with software vendors that only want to engage with you when something goes wrong? With a Red Hat subscription, you not only get a robust, scalable, and flexible IT application platform that meets your performance, security, and budgetary goals, you get access to world-class expertise and a culture of innovation and collaboration that will support you throughout your entire infrastructure life cycle. No matter the size or complexity of your IT needs, our dedication to delivering value through the Red Hat subscription means you will get the technology, expertise, and value you need to succeed today and in the future.

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