



Red Hat Business Model explained

RED HAT SUBSCRIPTION MODEL

What does that mean? Red Hat products are provided on a per-instance subscription basis that provides you access to all subscription benefits during the subscription term. The subscription is provided on a per physical/virtual system (Red Hat® Enterprise Linux®) or CPU (JBoss®) annual subscription basis.

There is:

- no limitation to the support incidents
- no client access licenses
- no upgrade cost
- no lock-in, so when all subscriptions expire, customers are free to keep using the software or choose another vendor. While one subscription is still active, all Red Hat servers must be covered with their own subscription.

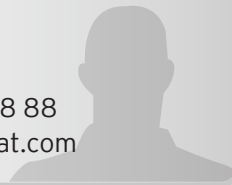


CONTACTS

Red Hat Channel Support Team

Toll free number: 00800 73 34 28 88

Email: emea-partner-team@redhat.com



WHY CHOOSE RED HAT?

- Red Hat is the single-most trusted Linux provider for the enterprise.
- For the fifth time in six years, Red Hat ranks as the number one software vendor in the CIO Insight Vendor Value Study. Red Hat ranked first among software vendors in meeting expectations for value (85%) and reliability (86%).
- Red Hat has unequalled expertise in the open source model and across the wide breadth of open source technology.
- Within Red Hat lies the largest concentration of Linux talent of anywhere in the world.
- Red Hat has key industry relationships with top hardware and software vendors like Dell, IBM, Intel, HP, and Oracle.

WHAT WILL THE SUBSCRIPTION OFFER YOUR CUSTOMER?

- **Security fixes** - as soon as they are available
- **Updates** - approximately twice a year, and all receive current bug fixes, essential new functionality, and new hardware support at no extra charge
- **Fast track** - immediate access to general fixes between updates
- **Hot fixes** - the latest version of the impacted package, with the specific customer fix included, built for the customer's version and update
- **Certifications** - largest and best-supported ecosystem in open source
- **Support** - unlimited support from Red Hat Certified Engineers with multiple service options up to 24x7 with a one-hour response
- **Legal assurance** - Open Source Assurance, the Red Hat patent promise, and the open Invention Network
- **Long-term stability** - Each release is supported for seven years.

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GENERAL INFORMATION

| SOFTWARE | UNIT | VIRTUAL GUESTS | CONTRACT DURATION | SUPPORT TYPE | INFORMATION REQUESTED |
|--|-------------------------|-------------------|-------------------|---------------------------------|---|
| Red Hat Enterprise Linux * | Server (1-2 sockets) | 1, 4 or unlimited | 1 year or 3 years | Self Support, Standard, Premium | Number of Sockets, Login, contact number, starting date |
| Red Hat Enterprise Linux * | Server (4 or 8 sockets) | 1, 4 or unlimited | 1 year or 3 years | Standard, Premium | Number of Sockets, Login, contact number, starting date |
| * Add-ons available: Smart Management, Extended Update Support, High availability, high performance network, Load Balancer, Resilient Storage, Scalable File System. | | | | | |
| JBoss Enterprise Platform(s) ** | 16 or 64 cores | | 1 year or 3 years | Standard, Premium | Number of Sockets, Login, contact number, starting date |
| ** Available as "Managed" or "Non-managed" | | | | | |
| Courses | Student | | 3 or 5 days | | RHCT, RHCVA, RHCE, RHCA, JBCAA |

Standard support: Telephone support, Monday to Friday, 9h00 to 17h00; 4 hours response time

Premium support: Telephone Support 24x7; 1 hour response time

Enterprise agreement: In accordance with the Red Hat Enterprise Agreement, Red Hat customers are requested to purchase a subscription for all servers where the Red Hat software was deployed while running at least one active Red Hat subscription in their environment.

For more information on Red Hat Enterprise Agreement, visit redhat.com/licenses/.



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