

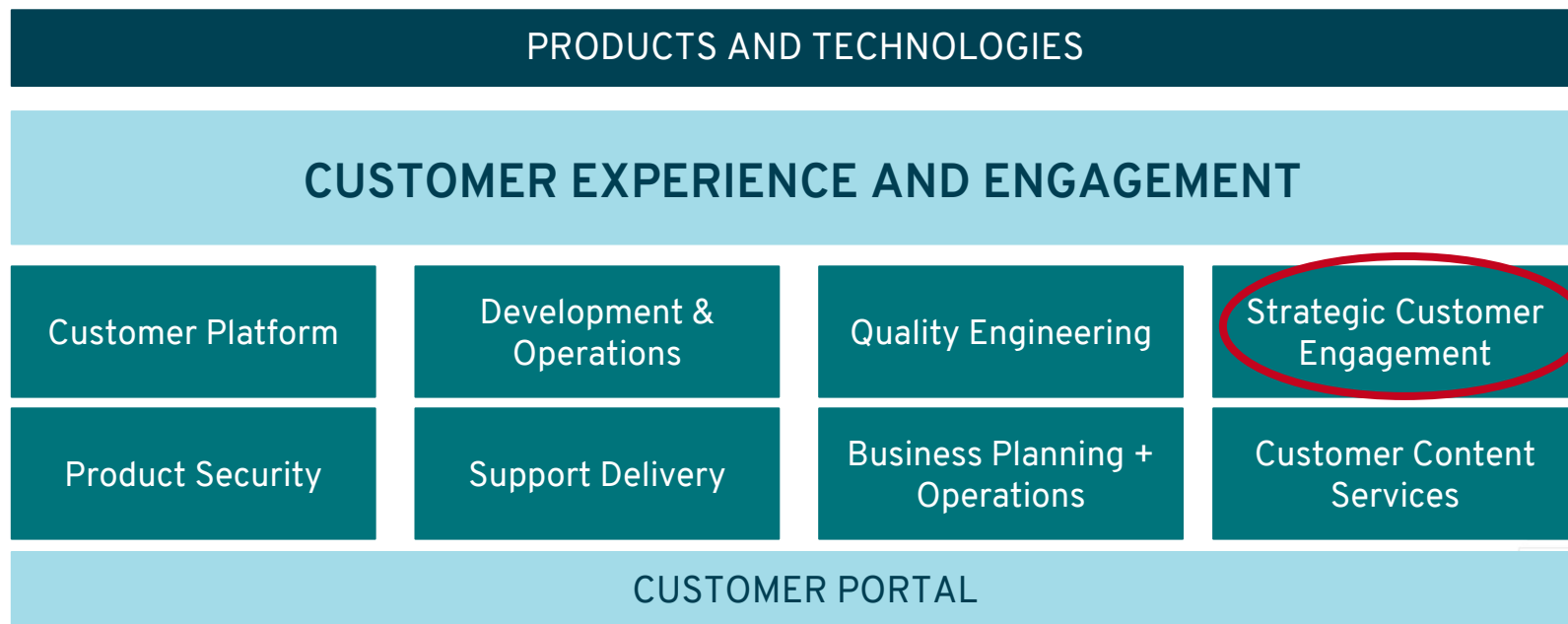
SUPPORTING YOU THE RED HAT WAY

Expert guidance at each stage of your IT journey

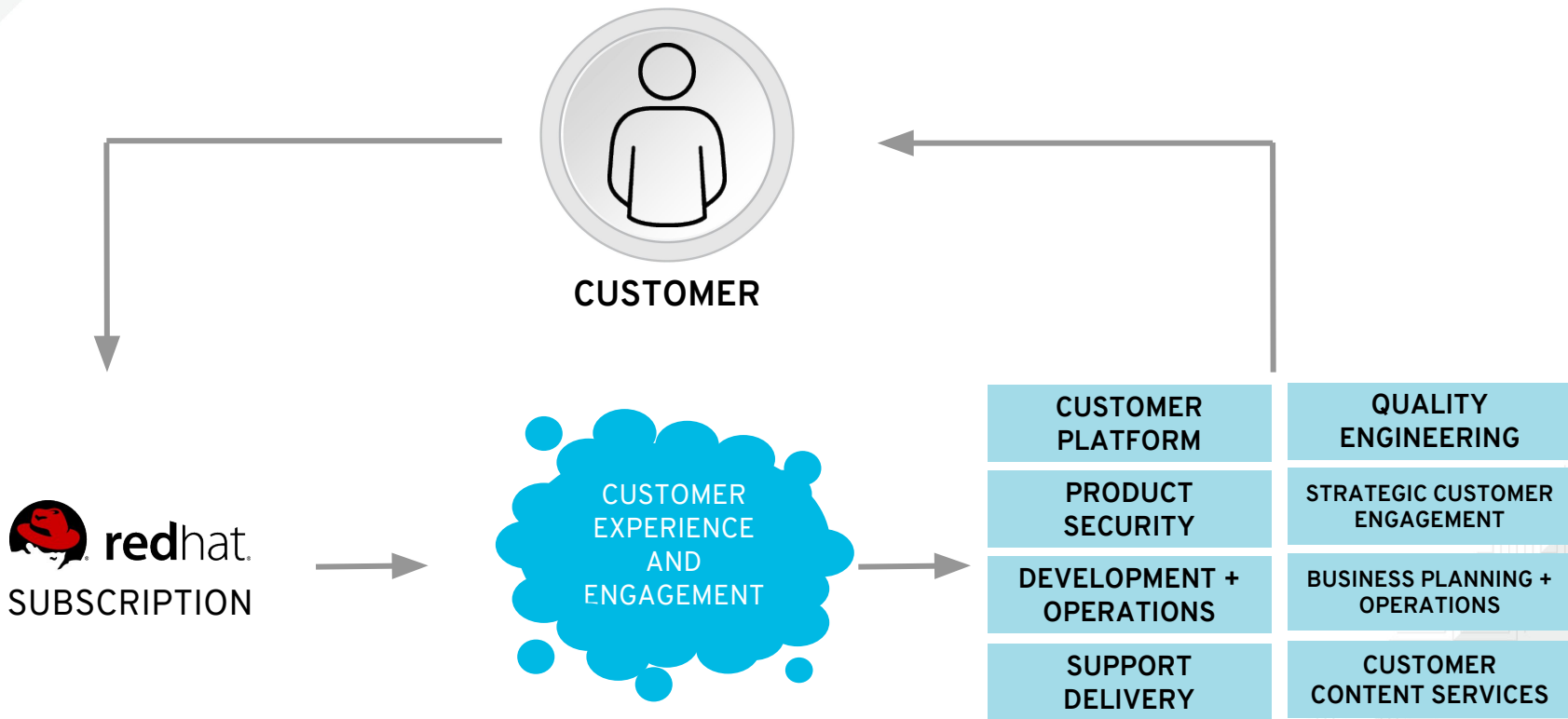
Annagreth Flierl Williams
Manager, EMEA Strategic Customer Engagement
September 2017

CUSTOMER EXPERIENCE AND ENGAGEMENT

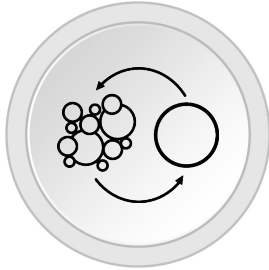
Red Hat Customer Experience and Engagement is uniquely positioned within the engineering organization, creating a more direct route for customer-driven product improvements and faster engineering related fixes.



BRINGING YOU THE VALUE OF RED HAT



A RED HAT SUBSCRIPTION



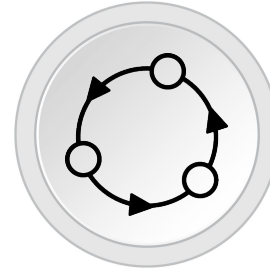
CUSTOMER PORTAL



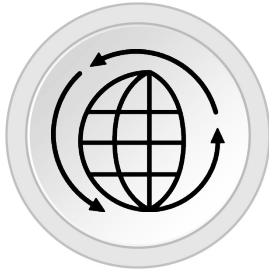
KNOWLEDGE



PRODUCT SECURITY



SUPPORT



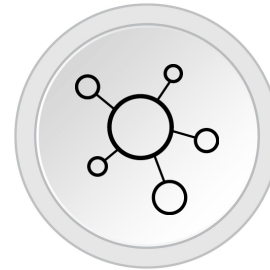
LABS



CERTIFICATIONS



NO LOCK IN



ENTERPRISE-READY
TECHNOLOGY

RED HAT CUSTOMER PORTAL



The Year's Ten Best
Web Support Sites

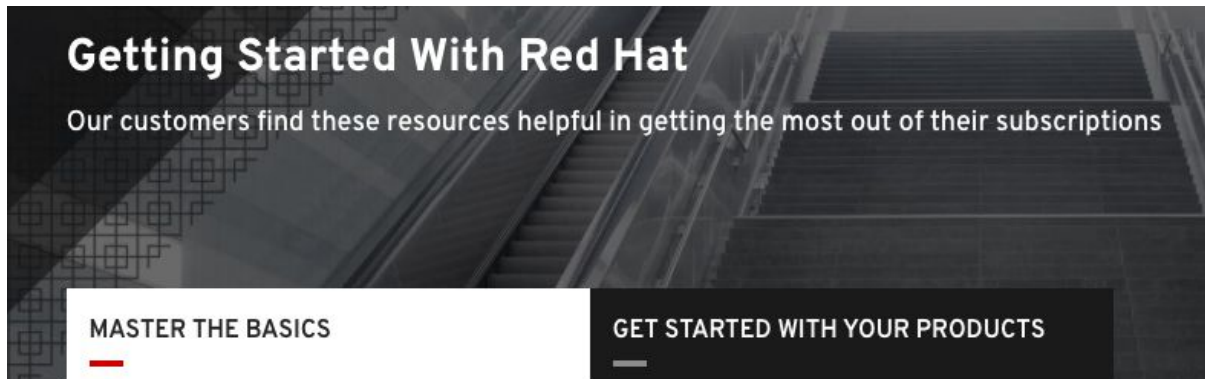
Access extensive
knowledge and
resources on Red Hat
enterprise products
from a source you know
and trust—planning
through production.



Update your profile in the
Customer Portal to **stay
informed about product
updates, security alerts,
and new documentation**
that is relevant to your
technical interests.

A screenshot of the Red Hat Customer Portal user profile page. The page has a dark header with the Red Hat logo and navigation links: "SUBSCRIPTIONS", "DOWNLOADS", "SUPPORT CASES", "Products & Services", "Tools", "Security", and "Community". The user's name "Jason Peterson" is visible in the top right. Below the header, there is an "Edit Profile" button. The profile form includes fields for "Username", "Email", "Bio", "Industry" (set to "Telecommunications"), and "Technical Interests" (with two entries: "Red Hat Enterprise Linux x86" and "Red Hat Enterprise Linux Atomic Host x86"). A red rectangular box highlights the "Bio", "Industry", and "Technical Interests" sections.

GET STARTED ON THE CUSTOMER PORTAL



Master the Basics

Learn how to get the most out of your Red Hat subscription



Tour the Customer Portal



How to Personalize Your Customer Portal Experience



Explore the Benefits of Your Red Hat Subscription



How to Engage Red Hat Support

Get Started with your Red Hat Products

Find detailed installation guides and tools to assist with your deployment.

Infrastructure and Management

Red Hat Enterprise Linux

Red Hat Virtualization

Red Hat Enterprise Identity Management

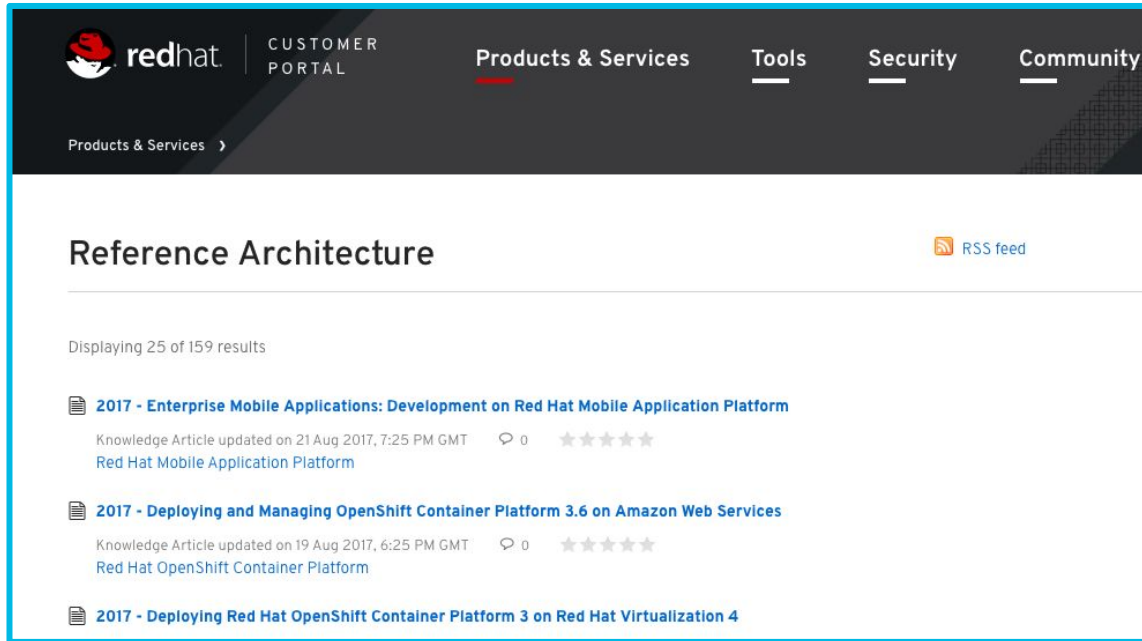
Red Hat Directory Server

Red Hat Certificate System

Red Hat Satellite

REFERENCE ARCHITECTURES

Browse detailed **technical case studies** describing solutions that were built, tested, and benchmarked, ensuring you implement **stable solutions** from the beginning.



The screenshot shows the Red Hat Customer Portal interface. At the top, there is a dark navigation bar with the Red Hat logo and the text "CUSTOMER PORTAL". To the right of the logo are navigation links: "Products & Services" (underlined), "Tools" (underlined), "Security" (underlined), and "Community" (underlined). Below the navigation bar, there is a sub-header "Products & Services" with a right-pointing arrow. The main content area is titled "Reference Architecture" and includes an "RSS feed" icon. Below the title, it says "Displaying 25 of 159 results". There are three article listings, each with a document icon, a title, a date and time, a comment count, and a star rating:

- 2017 - Enterprise Mobile Applications: Development on Red Hat Mobile Application Platform**
Knowledge Article updated on 21 Aug 2017, 7:25 PM GMT | 0 comments | 5 stars
Red Hat Mobile Application Platform
- 2017 - Deploying and Managing OpenShift Container Platform 3.6 on Amazon Web Services**
Knowledge Article updated on 19 Aug 2017, 6:25 PM GMT | 0 comments | 5 stars
Red Hat OpenShift Container Platform
- 2017 - Deploying Red Hat OpenShift Container Platform 3 on Red Hat Virtualization 4**

KNOWLEDGEBASE

Access the Red Hat Knowledgebase to find product documentation, articles, and solutions, and to collaborate with peers and Red Hat experts.



EXPERTISE

Red Hat Certified Engineers



EXPERIENCE

1,000,000+ resolved issues



GUIDANCE

60,000+ technical solutions

RED HAT SUPPORT CENTER LOCATIONS



HOW TO OPEN A SUPPORT CASE

1 Open a support case online or by phone:

Red Hat Customer Portal:
red.ht/support-cases

Technical support regional contact information:
red.ht/technical-support

3 Manage your issue by:

- Open one case per separate issue
- Use your individual Customer Portal login
- Remove prior updates from email responses
- Do not send attachments via email
- Provide requested data to support as soon as possible

2 Provide as much information as possible:

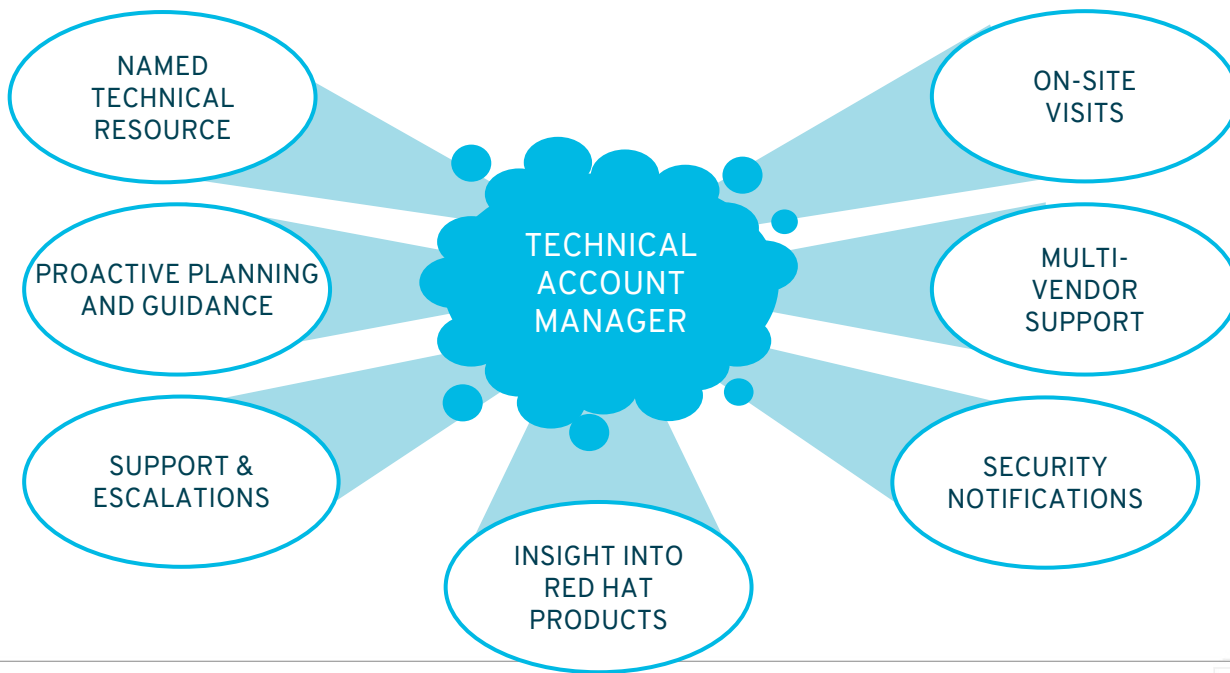
- Environment
- Multi-vendor details
- Diagnostics
- Issue

4 Escalate your case if needed:

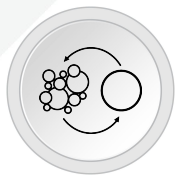
- Select a case to escalate
- Submit your request
- Call the emergency escalation hotline:
+1-919-890-8001

TECHNICAL ACCOUNT MANAGEMENT

Red Hat® Technical Account Managers (TAMs) are highly technical product specialists who proactively partner with our customers to help them achieve operational excellence with Red Hat enterprise solutions. TAMs will develop a personal relationship with our customers in order to understand their unique business needs, strategically plan deployments and assist with faster issue resolution.

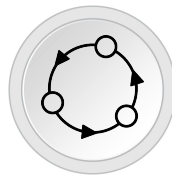


NEXT STEPS



Customize your **Customer Portal** experience

access.redhat.com/start



Learn how to **open a support ticket**

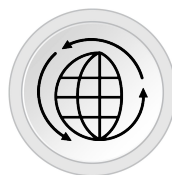
<https://access.redhat.com/start/how-to-engage-red-hat-support>



Have a question?

Browse the **Knowledgebase** for thousands of solutions

access.redhat.com/knowledgebase



Troubleshoot issues using the **Customer Portal Labs**

access.redhat.com/labs



Visit the **Product Security center** on the Customer Portal for updates to vulnerabilities

access.redhat.com/security



Start your free trial of **Red Hat® Insights** for real-time risk assessments

access.redhat.com/products/red-hat-insights



RED HAT
FORUM
Europe, Middle East & Africa

RED HAT CUSTOMER PORTAL



The Year's Ten Best
Web Support Sites

Extensive knowledge and resources
on Red Hat enterprise products from
a source you know and
trust—planning through production.

access.redhat.com

