RED HAT
FORUM
Europe, Middle East & Africa

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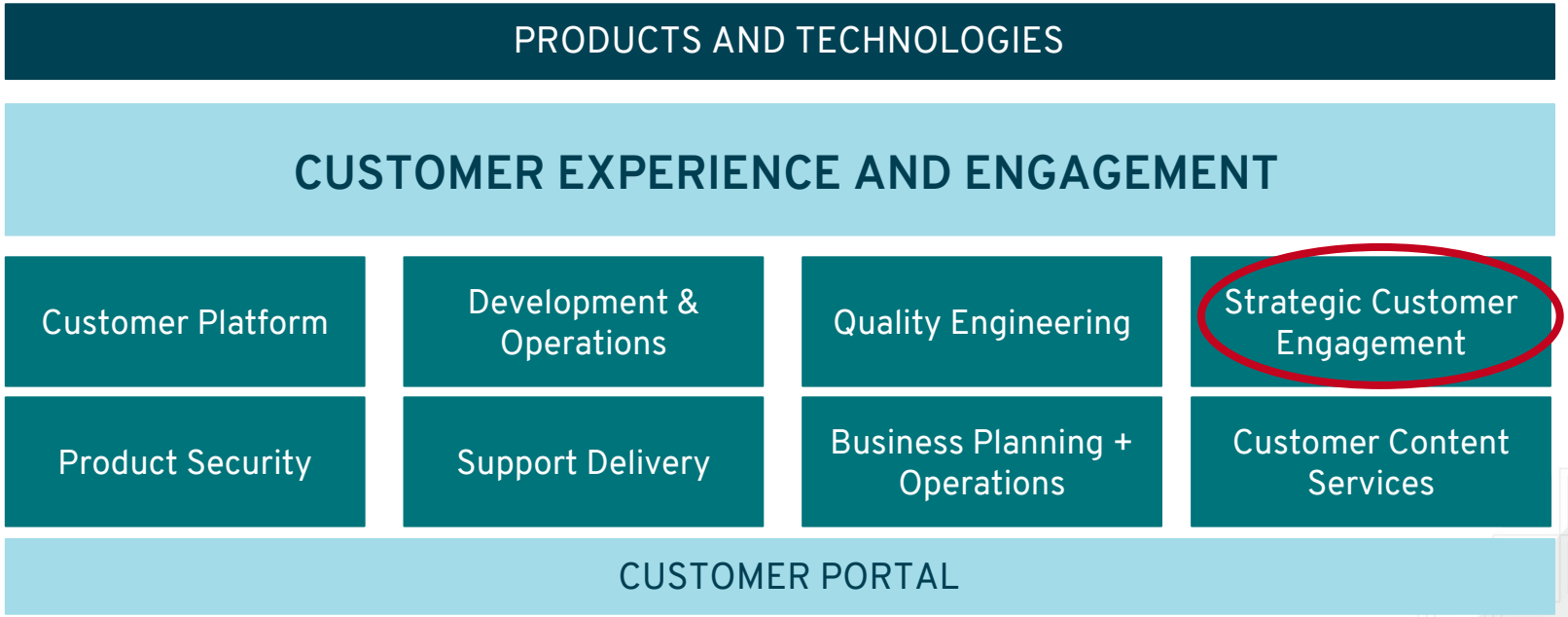
SUPPORTING YOU THE RED HAT WAY

Expert guidance at each stage of your IT journey

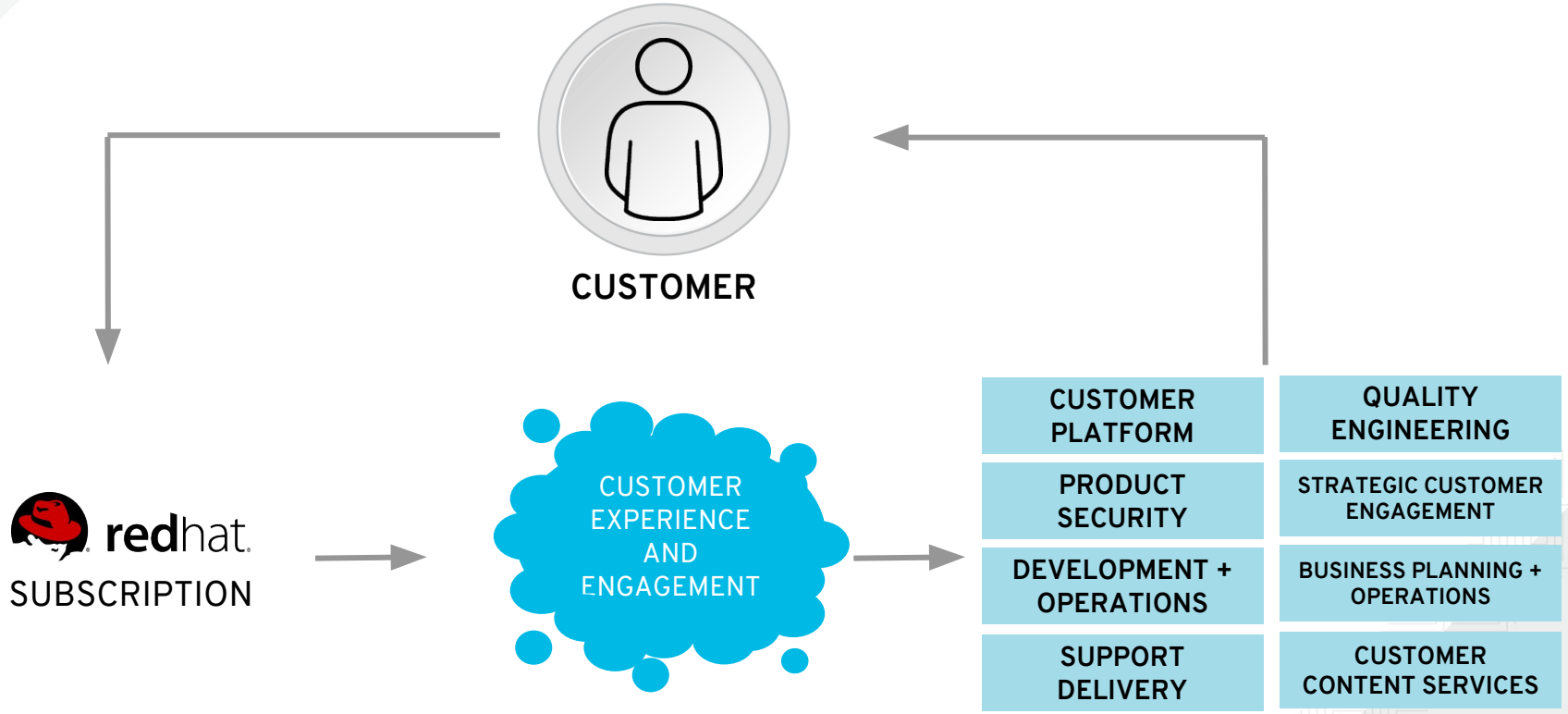
Annagreth Flierl Williams
Manager, EMEA Strategic Customer Engagement
September 2017

CUSTOMER EXPERIENCE AND ENGAGEMENT

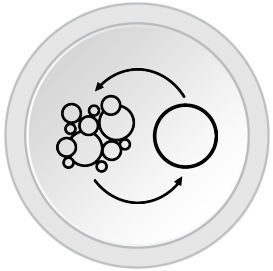
Red Hat Customer Experience and Engagement is uniquely positioned within the engineering organization, creating a more direct route for customer-driven product improvements and faster engineering related fixes.



BRINGING YOU THE VALUE OF RED HAT



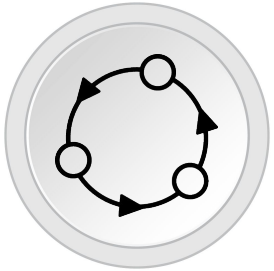
A RED HAT SUBSCRIPTION



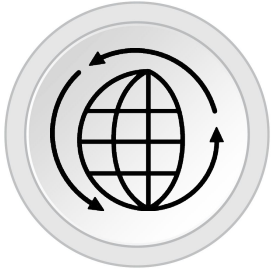
CUSTOMER PORTAL

KNOWLEDGE

PRODUCT SECURITY



SUPPORT



LABS

CERTIFICATIONS

NO LOCK IN

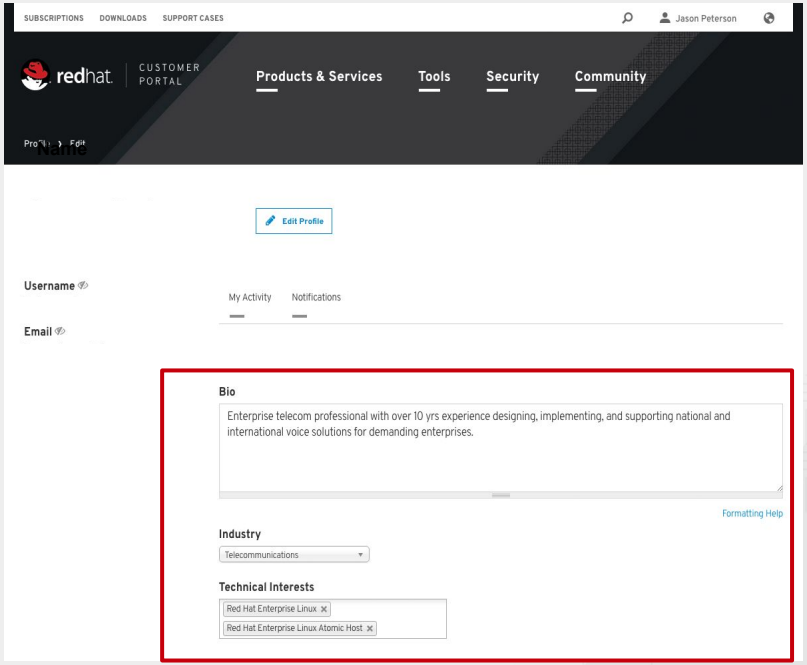
ENTERPRISE-READY TECHNOLOGY

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.



access.redhat.com/start/how-to-personalize-your-customer-portal-experience

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
- Explore the Benefits of Your Red Hat Subscription
- How to Personalize Your Customer Portal Experience
- How to Engage Red Hat Support

Get Started with your Red Hat Products

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

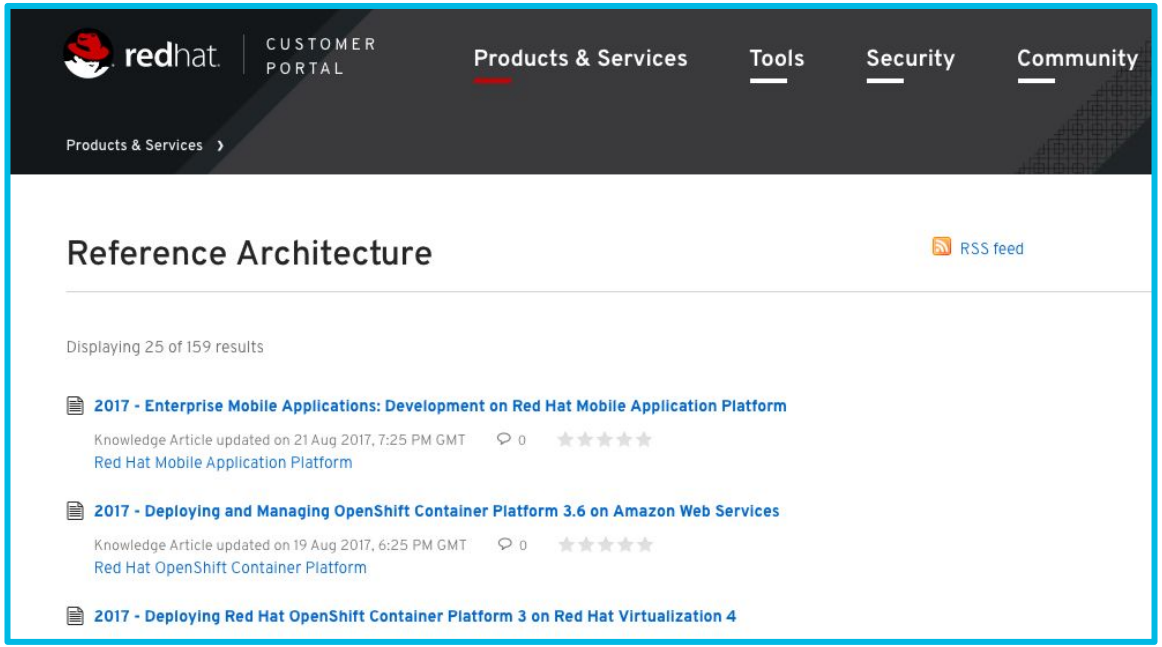
Infrastructure and Management

- Red Hat Enterprise Linux
- Red Hat Virtualization
- Red Hat Enterprise Identity Management
- Red Hat Directory Server
- Red Hat Certificate System
- Red Hat Satellite

access.redhat.com/start

REFERENCE ARCHITECTURES

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



access.redhat.com/article-type/reference-architecture

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

2 Provide as much information as possible:

- Environment
- Multi-vendor details
- Diagnostics
- Issue

3 Manage your issue by:

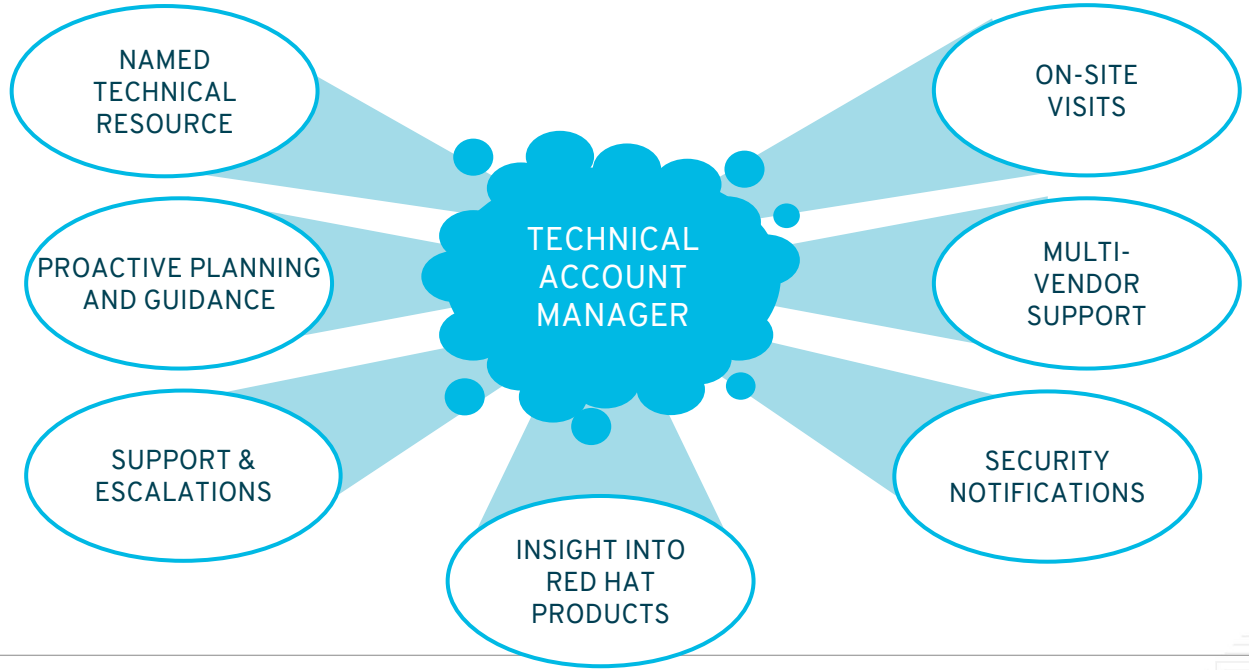
- Open one case per separate issue
- Use your individual Customer Portal login
- Remove prior updates from email responses
- Do not send attachments via email
- Provide requested data to support as soon as possible

4 Escalate your case if needed:

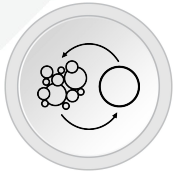
- Select a case to escalate
- Submit your request
- Call the emergency escalation hotline:
  +1-919-890-8001

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

Have a question?
Browse the **Knowledgebase** for thousands of solutions

access.redhat.com/knowledgebase

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

access.redhat.com/security

Learn how to **open a support ticket**

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

Troubleshoot issues using the **Customer Portal Labs**

access.redhat.com/labs

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

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

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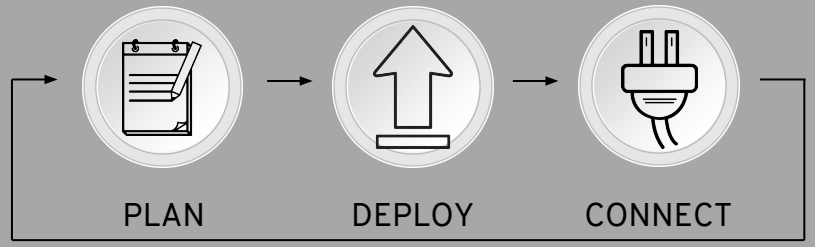
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access.redhat.com