

EXECUTIVE BRIEF

GET MORE VALUE FROM YOUR SUPPORT INVESTMENTS

Red Hat subscriptions boost internal expertise and help certify and secure vital IT environments

EXECUTIVE SUMMARY

Software spending is the first or second largest line item in the enterprise IT budget. It outstrips hardware, services, telecom expenses, maintenance, and support accounts, according to benchmark data from technical services firm Accenture.¹ To achieve their strategic goals, IT executives must maximize the effectiveness of these expenditures.

The real issue is value, not cost. IT organizations need to get the most from their software investments. How? By working with a partner that can provide guidance on how to boost security and avoid outages; expertise on how to configure and operate increasingly complex software stacks; and proactive technical support across the full spectrum of open source products deployed in the infrastructure.

SUBSCRIPTIONS FOR SUPPORT AND MORE

Enter the Red Hat® subscription, which is nothing less than an ongoing commitment by Red Hat to your success. We supply the guidance, stability, and security that your IT staff needs to confidently deploy and operate enterprise-ready solutions in your most vital IT environments.

How does your organization benefit from a Red Hat subscription?

STAFF EDUCATION IN OPEN SOURCE SOFTWARE

A Red Hat subscription helps educate your staff on Red Hat products, such as Red Hat Enterprise Linux® and Red Hat JBoss® Middleware, as well as third-party products in your stack. Over time, this continual skill building contributes to faster troubleshooting and operational efficiency. It also empowers your staff to participate actively in open source communities, a great way to increase your organization's stature in the industry.

AUTOMATED SERVICES THAT HELP RESOLVE PROBLEMS FASTER AND EASIER

In the course of resolving problems, Red Hat engineers frequently develop custom tools. As a Red Hat subscriber, your technical experts have access to these tools—in effect, our lab becomes your lab. Our recommendations engine and other online tools automatically direct your technicians to the answers they need, when they need them.



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¹ "How software maintenance fees are siphoning away your IT budget—and how to stop it," Accenture (2014), accenture.com/SiteCollectionDocuments/us-en/Accenture-How-Software-Maintenance-Fees-are-Siphoning-IT-Budget-Procurement-BPO.pdf.



ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services.

As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT

NORTH AMERICA
1 888 REDHAT1

**EUROPE, MIDDLE EAST,
AND AFRICA**
00800 7334 2835
europe@redhat.com

ASIA PACIFIC
+65 6490 4200
apac@redhat.com

LATIN AMERICA
+54 11 4329 7300
info-latam@redhat.com



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redhat.com
f8978_1117

AWARD-WINNING, EXPERT TECHNICAL SUPPORT

The heart of our support strategy is the award-winning Red Hat Customer Portal,² which provides easy and intuitive access to the full range of resources encompassed by your subscription. For the thorniest problems, your experts can connect with our experts to get accurate, timely answers that lead to effective solutions. After all, we share the same goal: getting your enterprise stack running at peak performance in the shortest time possible.

SPOTLIGHT ON SECURITY

Let's face it: Your staff spends considerable time every workday – to say nothing of nights and weekends – on security-related activities. So it makes sense to invest in the resources you need to accomplish your security goals.

A subscription allows your security staff to engage with the Red Hat Product Security team, which collaborates with customers, partners, and the global open source community to identify and address security vulnerabilities. It's just another way that we work hard to keep your infrastructure secure so that you can work hard on what matters to you: running your business.

COMMITMENT TO EXCELLENCE

Because of our intense focus on the user experience, a Red Hat subscription is more than just the sum of its parts. Our commitment to excellence is demonstrated in multivendor environments, a common situation in the open source world. We take ownership of any issue that involves our products, no matter how many other vendors' products are also in the equation.

Software support is vital to open source success. Investing in Red Hat subscriptions is a proven way to maximize the effectiveness of your IT budget, to keep your IT infrastructure running at peak performance and your applications available when they are needed.

For more information about Red Hat subscriptions, visit red.ht/subscription.

² "ASP Announces Ten Winners for 'Best Web Support Sites of 2017'" Association of Support Professionals (2017), <http://www.asponline.com/Announcement.asp>.