

# The value of Red Hat subscriptions

*"We believe in the power of open source to accelerate innovation and with Red Hat's technology stack we can better tap into the rapid development in upstream communities while depending on enterprise-grade stability, support, and enhanced security from Red Hat products."*

**Jose Maria San Jose  
Juarez**  
CTO and CIO,  
[X by Orange](#)

A Red Hat® subscription gives you access to what you need to put new technologies to work in today's complex environments. With a subscription, you benefit from Red Hat's ongoing work to harden our products while receiving support and flexibility throughout the life of your subscription.

## Advantages of a Red Hat subscription

### Support and expertise

With a Red Hat subscription, you have access to online and phone support, so you can work with an expert or resolve issues on your own time. With phone support, you can speak with a product specialist from the start, rather than go through a tiered support model. You can also easily access our product documentation, life-cycle and support information, troubleshooting tools, Red Hat Knowledgebase articles, account and subscription management, and security updates online through our [Customer Portal](#).

### Security resources

We develop, curate, test, and harden community open source software to deliver enterprise-ready, certified solutions that are developed with a documented supply chain. And because security doesn't stop after deployment, a Red Hat subscription funds the [Red Hat Product Security team](#). This dedicated team of engineers analyzes threats and vulnerabilities daily against all of our products, offers proactive advice, and develops security patches.

### Partner ecosystem

Red Hat has an [ecosystem](#) of thousands of products and services that are tested, supported, and certified to perform with Red Hat technologies. You can deploy with confidence because Red Hat technology will interoperate with the technology in your environment.

With a subscription, you get added flexibility from [Red Hat Cloud Access](#). The Cloud Access program allows you to run eligible Red Hat product subscriptions on certified public cloud providers. It makes your subscriptions portable, so you can choose the best architecture and infrastructure for your needs—in a datacenter or public cloud.

### Life-cycle support and flexibility

Red Hat subscriptions are not tied to a specific version and cover the entire life cycle of the product. [Red Hat product life cycles](#) are generally 3, 5, 7, or 10 years. This means you have the flexibility to adopt the version that best fits your requirements and upgrade on your schedule.



### **Influence over product roadmaps**

With a subscription, our customers can view our product roadmaps and provide feedback to shape our product direction. Our support team also works directly with the engineers who build our products so that we can influence how the products are tested and released.

### **Proactive analytics**

Red Hat Enterprise Linux® subscriptions, both on-premise and cloud, include [Red Hat Insights](#), a proactive IT risk analytics tool that lets customers proactively identify, prioritize, and resolve availability and performance risks in their environments before business operations are affected.

### **Get the most out of your subscription**

A [Red Hat subscription](#) gives you access to people and resources you need to make the most out of your Red Hat solutions. Explore your Red Hat subscription resources at [access.redhat.com](https://access.redhat.com).

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### **About Red Hat**

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry leading operating system, and automate, secure, and manage complex environments. Award winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.