

### RED HAT ACCESS

## THE FUTURE OF SUBSCRIPTION SERVICES

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"IT IS ALWAYS INSPIRING TO HELP CUSTOMERS USE OUR SOLUTIONS IN A WAY THAT GIVES THEIR BUSINESSES A COMPETITIVE ADVANTAGE AND HELPS THEM LOWER COSTS AT THE SAME TIME."

Marco Bill Peter

Vice President, Customer Experience & Engagement





#### Award-winning, Industry-leading Resources

The Red Hat Customer Portal delivers the knowledge, expertise, and guidance available to customers through their Red Hat subscription.





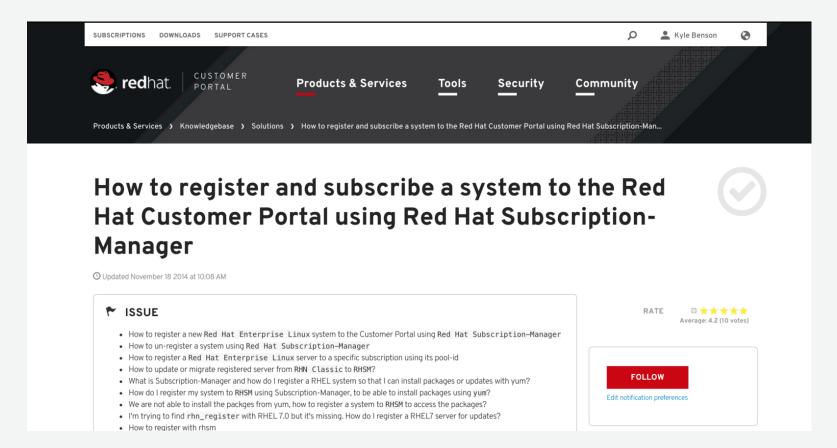




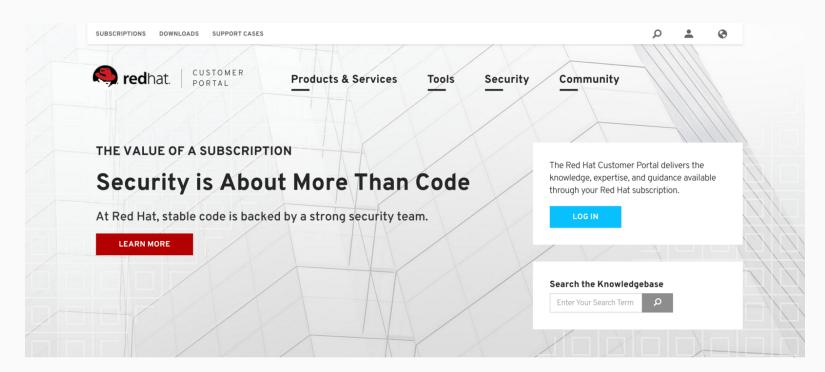


Learn more about your Red Hat subscription and the Customer Portal in this video.

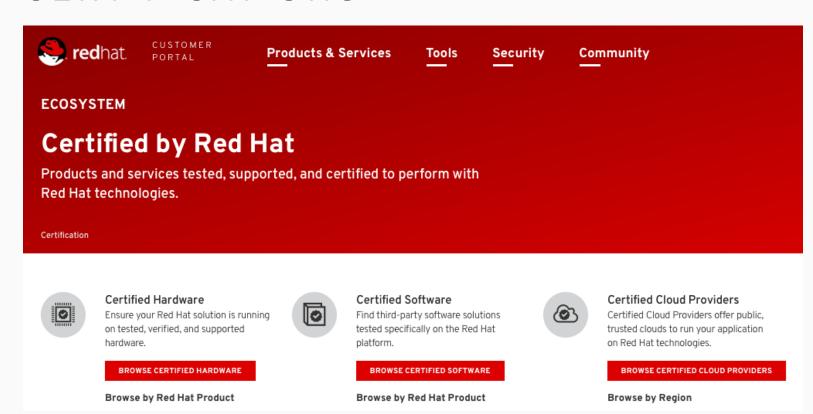
### KNOWLEDGE



### SECURITY



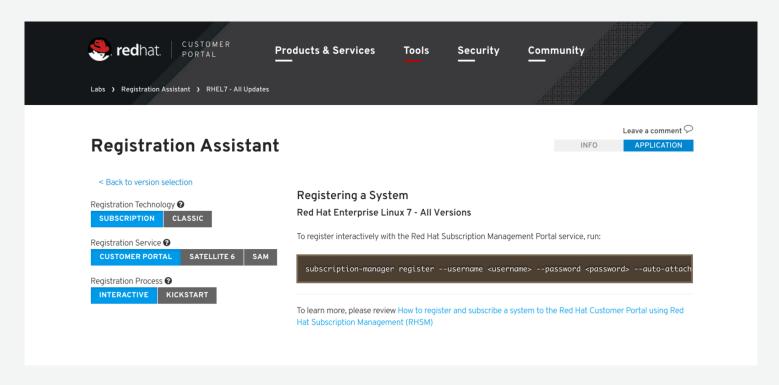
### CERTIFICATIONS





### RED HAT ACCESS LABS

Created to help solve unique problems, a new way to look at our content, and intended to be used regularly



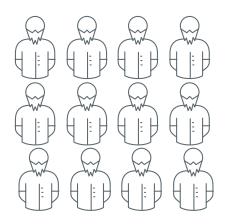
# ACTIONABLE INTELLIGENCE

1,000,000 solved cases

30,000 Unique Solutions



700 Engineers Globally



### RULES ENGINE

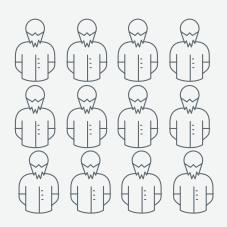
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### CLIENT RPM

Uploads less than %5 of data submitted with a normal support ticket via sosreport





















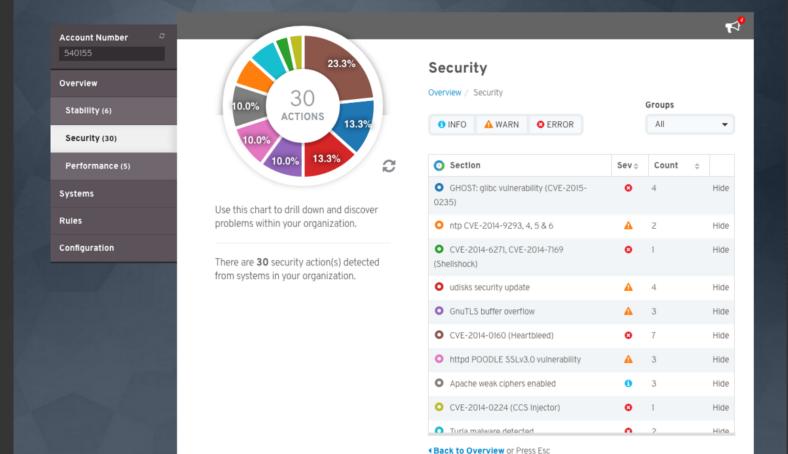


**Products & Services** 

Tools

Security

Community



## HELP US HELP YOU

### **AVAILABILITY**

Launch at Red Hat Summit for:

RED HAT° ENTERPRISE LINUX° RED HAT SATELLITE

Early Adopter Program for:

RED HAT® CLOUD INFRASTRUCTURE

### **GET INVOLVED**

Help us continue to develop Red Hat's first proactive systems management service

Contact us mailto:insights@redhat.com

Test out Red Hat Access Insights https://access.redhat.com/insights/

See us in the back of Exhibit Hall A under 'Red Hat Access Insights

Explore Red Hat Access Labs: access.redhat.com/labs/



## **THANK YOU!**