

# ENHANCED SUPPORT FOR RED HAT OPENSTACK PLATFORM

Dedicated support available 24x7

BROCHURE

*"We successfully implemented an OpenStack-based cloud system, which is still new and unfamiliar technology in Korea, thanks to Red Hat's full support. Our initial deployment has been so successful that we are considering adopting [Red Hat OpenStack Platform] for other systems throughout KBS."*

DO-SUB SHIM  
PRODUCTION FACILITY  
OFFICE DIRECTOR, BROADCAST  
FACILITY DEPARTMENT, KBS

## INDUSTRY OVERVIEW

Pressured by rapid change in the industry, and evolving needs of internal users and customers, IT organizations look to cloud technologies to innovate, scale, and create efficiencies throughout their businesses. Gartner believes that OpenStack enterprise deployments will grow tenfold by 2019 – up from just hundreds of production deployments today – due to increased maturity and ecosystem support.<sup>1</sup> Cloud technology enables IT organizations to deliver more agile and flexible solutions, protect their business assets, and prepare for the future.

Moving enterprise workloads to cloud infrastructure has many benefits, but few companies have the specialized technical skills and experience in-house to build, deploy, and manage integrated, multi-vendor cloud environments. According to a recent survey conducted by RightScale, security is no longer the top cloud challenge.<sup>2</sup> Thirty-two percent of survey respondents, including companies new to cloud, those with moderate adoption, and those with heavy adoption, said lack of resources or expertise is now the number one cloud challenge.<sup>2</sup>

## ENHANCED SUPPORT FOR RED HAT OPENSTACK PLATFORM

To help IT organizations transform their businesses and meet the increasing demands of their customers, Red Hat offers a dedicated support subscription for Red Hat® OpenStack® Platform, formerly known as Red Hat Enterprise Linux® OpenStack Platform. Enhanced Support for Red Hat OpenStack Platform delivers dedicated technical support and guidance that extends and strengthens your ability to deploy and manage cloud infrastructure.

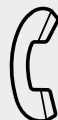


### TECHNICAL ACCOUNT MANAGER

Technical advisor

Strategic planning

Advocate



### DEDICATED SUPPORT HOTLINE

Direct access to support engineers 24/7

Technology / environment specialists

Continuity through resolution



### 15-MINUTE RESPONSE TIME

Accelerated time to resolution

Streamlined support process

Reduced risk

Enhanced Support for Red Hat OpenStack Platform

<sup>1</sup> <http://www.gartner.com/document/3116626?ref=TypeAheadSearch&qid=61490f6f47fdca483428e98dc0e57858>

<sup>2</sup> <http://www.rightscale.com/blog/cloud-industry-insights/cloud-computing-trends-2016-state-cloud-survey>

Red Hat Technical Account Managers (TAMs) have deep industry knowledge and technical expertise to help your business successfully deploy new technologies and develop strategies to meet your business goals. A Dedicated Cloud TAM in your home country will work with you during business hours on strategic and tactical planning to maximize Red Hat OpenStack Platform as a part of your overall cloud solution. With a thorough understanding of your unique technical environment and goals, your TAM will provide guidance, share industry best practices, and advocate for accelerated fixes and future features on your behalf.

With Enhanced Support for Red Hat OpenStack Platform, a dedicated team of specialized engineers is directly reachable 24x7 through a dedicated phone line. If issues arise that affect your production environment, senior support professionals will collaborate and provide fast response and continuous engagement until the issues have been resolved. By collaborating closely with your Dedicated Cloud TAM, the support team is familiar with your environment and configurations, which helps streamline the troubleshooting process and accelerate the time to resolution. As an extension of your operations team, your dedicated Red Hat support team will collaborate with you to share knowledge, solutions, and recommendations to increase your staff's understanding of OpenStack technology and enhance their skills.

For production-impacting events (severity 1 and 2), a technical specialist will join a conference line within 15 minutes of the issue being reported to Red Hat. Our technical team will remain actively engaged with your team until a workaround or fix gets you back into production. Continuous engagement from start to finish ensures minimal impact to your business and enables you to consistently deliver the cloud services your customers demand.

#### **IMPLEMENTATION BENEFITS**

- **Dedicated team** of Red Hat OpenStack Platform support engineers
- **Direct access** to support 24x7 via dedicated hotline
- **Quick response from support** and continuous contact until issue is resolved
- **Decreased troubleshooting time** shortens resolution time
- **Strategic cloud infrastructure planning** with dedicated TAM
- **Technical knowledge and skill transfer** from Red Hat product experts
- **Limited, critical on-site troubleshooting**



## 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



facebook.com/redhatinc  
@redhatnews  
linkedin.com/company/red-hat

Copyright © 2016 Red Hat, Inc.  
Red Hat, Red Hat Enterprise Linux,  
the Shadowman logo, and JBoss  
are trademarks of Red Hat, Inc.,  
registered in the U.S. and other  
countries. Linux® is the registered  
trademark of Linus Torvalds in  
the U.S. and other countries.

redhat.com  
F4985\_1016

## SERVICE-LEVEL AGREEMENT

This service includes dedicated support for Red Hat OpenStack Platform, as well as Red Hat Enterprise Linux, Red Hat CloudForms, and Red Hat Ceph Storage when used as part of the OpenStack solution. Standalone Red Hat Enterprise Linux, Red Hat CloudForms, and Red Hat Ceph Storage deployments are not covered under the Enhanced Support subscription.

Hours of coverage	24x7
Support channel	Dedicated phone line
Number of cases	For concurrent issues, you can prioritize the issue for which you want to receive Enhanced Support. Other issues will be covered under the premium support service-level agreement.

## RESPONSE TIMES

Severity 1	Initial response within 15 minutes, then continuous engagement to resolution
Severity 2	Initial response within 15 minutes, then continuous engagement to resolution
Severity 3	Initial response within four business hours, then ongoing response within eight business hours or as agreed
Severity 4	Initial response within eight business hours, then ongoing response within two business days or as agreed

For more information about Red Hat production support service-level agreements, please visit:  
<https://access.redhat.com/support/offerings/production/sla>