

Greetings Red Hat Customer:

Red Hat is committed to providing subscription management tools to assist our customers in unlocking the full value from their Red Hat subscriptions (please see <https://access.redhat.com/site/articles/502883>). However, there is little value in the effort unless the tools/interfaces meet the needs of our customers. Below is a survey on subscription management that I hope you will respond to. The survey should only take a few minutes of your time but will provide invaluable information to help Red Hat shape future development of subscription management.

Instructions: Please review the survey, fill-out, and return through email to dlah@redhat.com. You can return using a .pdf, .doc, .odt, or .txt attachment or cut and paste directly into the body of the email (whatever works best for you). Feel free to add comments/statements pertaining to subscription management not covered by the survey. You can also contact Dan Lah (dlah@redhat.com) to discuss any subscription management issues or add to the dialog through the discussion board. Thank you in advance for your efforts.

Please answer these general questions

CQ1: Can you please identify your organization (optional): a) Name?, b) do you have a TAM/SRM?, c) contact for follow-up questions?

CQ2: Please describe your environment: a) how many Red Hat systems do you have? b) how many Red Hat systems do you have registered to Red Hat subscription management tools? c) how many Red Hat systems are registered to a subscription management solution other than Red Hat? d) are all Red Hat systems registered, if not, how many Red Hat systems are not registered? e) can you explain why Red Hat systems are not registered?

CQ3: What group(s) inside your organization are responsible for determining & monitoring Red Hat subscription status and/or the reconciliation of subscriptions (Compliance, Operations, etc)?

CQ4: What is your perceived value of Red Hat providing subscription management tools (LOW [we don't use them], MEDIUM [we use them, but they are missing features valuable (please elaborate)], HIGH [we rely on the Red Hat subscription management tools since this enables my organization to focus on our business objectives])?

CQ5: Do you have an outstanding issue with Red Hat Customer Support, if so can you indicate the support case or Bugzilla Number? How would you rate Red Hat Customer Support on this issue or other support cases (1[LOW] to 5 [HIGH])?

Please answer these questions if you are currently using Red Hat Network Classic

CQ6: Are you aware of Red Hat Subscription Management and the new tools, features, and interfaces available? If so, is there a reason you have not migrated from Red Hat Network to Red Hat Subscription Management (unaware, too difficult, missing functionality, other [please explain])?

Please answer these questions if you are currently using Red Hat Subscription Management

CQ7: If you have migrated from Red Hat Network Classic or a proprietary solution to Red Hat

Subscription Management how was the experience: a) How would you rate the process (1[LOW] to 5 [HIGH])? b) What was the most helpful? c) What was the most difficult/confusing?

CQ8: What feature(s) of Red Hat Subscription Management are the most useful (please indicate interface - Customer Portal, Subscription Asset Manager, and/or Subscription Manager)?

CQ9: What feature(s) are missing from Red Hat Subscription Management (please indicate interface - Customer Portal, Subscription Asset Manager, and/or Subscription Manager)?

CQ10: If you use Red Hat Subscription Management on-premise interface (Subscription Asset Manager), what was your main motivation for using an on-premise Subscription Management Service?

CQ11: Have you been through an renewal cycle with the Red Hat Subscription Management tools? If so, how was the experience: a) How would you rate the process (1[LOW] to 5 [HIGH])? b) What was the most helpful? c) What was the most difficult/confusing?

Please answer these questions if you are not using or interfacing to Red Hat subscription management tools

CQ12: Can you state the reason why you are not using subscription management tools from Red Hat in your organization (unaware Red Hat provided tools, Red Hat tool too difficult to use, Red Hat's tools too difficult to integrate into my operations, other [please explain])?

CQ13: What are you using to assist in assessing the subscription status and/or the monitoring of your Red Hat subscriptions?

CQ14: If you are using a proprietary or 3rd party solution and interfacing to Red Hat Subscription Management what is the most difficult work tasks for your implementation to achieve through the current Red Hat Subscription Management APIs?

CQ15: What can Red Hat do to provide a more seamless integration between your proprietary or 3rd party solution and Red Hat Subscription Management to assist your organization in assessing the subscription status of Red Hat products?