Succeeding with Red Hat

How to get most out of your Red Hat Subscription?

Ali Sogukpinar
Manager, Global Customer Success
8 October 2019
Setting the Scene
Red Hat is the world’s leading provider of open source enterprise IT solutions

MORE THAN 90% of the FORTUNE 500 use RED HAT PRODUCTS & SOLUTIONS*

~13,815 EMPLOYEES

105+ OFFICES  40+ COUNTRIES

THE FIRST $3 BILLION OPEN SOURCE COMPANY IN THE WORLD

What we do

We offer a range of mission-critical software and services including:

- Infrastructure-as-a-Service
- Modern apps
- Containers & microservices
- ISV

Red Hat Enterprise Linux
From communities to enterprise
The Red Hat difference

Portfolio built on Linux®

Open source leadership

Open hybrid cloud

Enterprise security

Our people & culture
What we bring to your business

Technology
Security, stability, reliability

Assurance
Enterprise-grade certainty

Expertise
Experience you can trust
Value of a subscription

What are we doing for you today?

Stable technology
- Hardened & tested
- kABI/ABI
- QE/DCI

Experience
- Technical support
- Award-winning Customer Portal
- Training

Security
- Product Security
- Supply chain
- As a lifestyle

Life cycle
- Subscription model
- 10+ year support
- In-place upgrades

What are we doing for you in 5 years?

- Upstream leadership
- Advocacy for your requirements

- Hardware, software, cloud, & service partners
- Security & compliance certifications
How do you define your relationship with Red Hat?

Vendor & Customer or Partners
Online support resources

- Quickly find relevant content with Solution Engine
- Access experience-based information and content
- Obtain guidance about actual customer solutions

- 60,000+ solutions, articles, and documents available
- 65+ Customer Portal Labs for upgrade and configuration guidance
Step 1: Use self-help tools in the Red Hat Customer Portal

- Troubleshoot with Solution Engine: access.redhat.com/solution-engine
- Use Red Hat Customer Portal Labs: access.redhat.com/labs
- Search our Knowledgebase: access.redhat.com/knowledgebase
- Browse community discussions: access.redhat.com/discussions
Issue resolution

Step 2: Open a ticket with Red Hat Support

If you’re unable to find the resources you need on the Red Hat Customer Portal, go to access.redhat.com/support/cases/new or call us at (1-888-GO-REDHAT) to open a new support case.
Information to provide when opening a case

Environment information
- Platform
- Product versions
- Third-party products

Multi-vendor details
- Vendor name
- Vendor case number
- Vendor contact

Diagnostic details
- Sosreport
- Vmscore
- Spacewalk-debug
- Log files

Issue details
- Time stamps
- Exact error messages
- Steps to reproduce
- Business impact
Tips for managing support cases

- Open **one case** per separate issue
- Use **individual** Customer Portal logins (no group accounts)
- **Remove prior updates** from email responses
- Attachments **cannot** be delivered to case via email
- Upload **large files** to Red Hat Support FTP site
- Provide **requested information** to support as soon as possible

Learn more: [access.redhat.com/articles/280093](access.redhat.com/articles/280093)
After hours support

Open a support case any time via the Red Hat Customer Portal

24/7 Support Model

- Premium subscriptions
- Global support centers
- Severity 1 cases by default
- Severity 2 cases by request
- Provide customer contact information for individuals who will be available during around the clock support
- Follow up call to the technical support hotline

Learn more: access.redhat.com/articles/280093
Requesting a support escalation

1. Increase the severity of the support case, including reason for urgency and business impact in the escalation.

2. Contact your TAM and CSM (if applicable) during business hours.

3. Submit “Request Management Escalation” via the support case in the Customer Portal.

4. Call Support Center hotline and ask to speak to a Support Delivery Manager.

Learn more: https://access.redhat.com/support/escalation
Red Hat Support case flow

**Specialty Based**

Incoming issues are worked by engineers focused on the relevant technology.

Create, track, and manage your support-case activity directly from our award-winning Customer Portal.
Proactive support engagement

Notify Red Hat Support early regarding scheduled maintenance activities to help expedite triage efforts if problems arise.

1. Open Severity 3 case two weeks early
2. Begin summary with “proactive”
3. Add details to description field, including:
   - Activities being performed
   - Start/end date and time
   - Duration
   - Diagnostic files (i.e. sosreport)
   - Primary contact information

If you encounter any issues during maintenance window:
- Call Red Hat Support hotline: 1 - 888 - GO - REDHAT*
- Provide case number
- Raise case severity as needed
# Red Hat Insights

*Included with your Red Hat Enterprise Linux subscription*

<table>
<thead>
<tr>
<th><strong>Assesses</strong></th>
<th><strong>Remediates</strong></th>
<th><strong>Insights</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>customer’s Red Hat environments</td>
<td>findings with prescriptive remediation steps or an Ansible playbook</td>
<td>rule contributions directly from Red Hat subject matter experts</td>
</tr>
</tbody>
</table>

Identifying risks for Availability, performance, stability and security
## Key risks discovered

Tailored resolution steps included for resolution

<table>
<thead>
<tr>
<th>Key Risk</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance issue</td>
<td>Check cable, connections, and remote switch settings</td>
</tr>
<tr>
<td>Security risk detected</td>
<td>Apply mitigation and update the kernel</td>
</tr>
<tr>
<td>Availability</td>
<td>Increase CPU and/or memory reservation</td>
</tr>
<tr>
<td>Stability</td>
<td>Increase free space on the host.</td>
</tr>
</tbody>
</table>

- **Performance issue**: Network interface is not performing at maximum speed
- **Security risk detected**: Privilege escalation
- **Availability**: OpenShift operations fail if insufficient CPU or memory
- **Stability**: Filesystem has exceeded 95% capacity
More than just security

Red Hat Insights has more than 900 rules—here is how they stack up across categories

- Availability 43%
- Security 13%
- Stability 27%
- Performance 16%
Get ahead of key security risks
Don’t wait for your security team to tap you on the shoulder

• Prioritizes security response by analyzing runtime configuration and usage

• Automates security analysis, beyond just CVEs

“...when a vulnerability is released, it’s likely to be exploited within 40-60 days. However, it takes security teams between 100-120 days on average to remediate...”

– KENNA SECURITY GROUP
Technical Account Management
Red Hat Technical Account Management services

Maximize your Red Hat investment with help from a Red Hat TAM

**Technical expertise**
- Technical product expert
- Strategic planning advisor
- Supportability assessments
- Life-cycle planning

**Proactive support**
- Access to Red Hat® specialists
- Customer advocate
- Critical situation management
- Risk assessments

**Ongoing communication**
- Regular update calls
- Customer communities
- On-site visits
- Dashboard reports
How can a TAM help me?

Primary point of contact
key contact for Red Hat technical topics as well as **multi-vendor support issues**

Advise and advocate
learn **best practices** and have your **interests** promoted within Red Hat

Proactive planning and technical reviews
identify areas of concern early and **prevent issues** before they happen

Facilitate issue resolution
manage **strategic cases** and engage Subject Matter Experts as needed

Visibility into Red Hat roadmaps
regular information on **upcoming relevant releases**
How TAMs engage

- Support delivery
- Engineering
- Product management
- Sales
- Security
- Partners
How do you define your relationship with Red Hat?

Vendor & Customer or Partners