

Red Hat Enhanced Solution Support

Fast response time, access to senior technical engineers, and a 24x7 personalized designated hotline

“When I think of Red Hat, the first thing that comes to mind is trust. We trusted them because we had seen their product. And whenever we needed help, support was available. The more support we got, the more trust we had. And that’s how the relationship has grown.”

Kersi Tavadia
CIO, BSE¹

Overview

Red Hat® Enhanced Solution Support for Red Hat OpenShift® and Red Hat OpenStack® Platform helps you confidently deploy and scale your IT infrastructure with engineering-level support from senior Red Hat engineers who know your environment. Before deployment, a Red Hat engineer will conduct a supportability review to check that your environment is stable and set up in a way that ensures it is fully supported. You can contact product experts 24x7x365 through a designated hotline. Our specialists will help restore your operations quickly and accelerate the path to final resolution, which identifies the root cause of the issue to help protect against it happening again. Enhanced Solution Support offers assurance that Red Hat will be there to assist with critical issues in production environments so that you can consistently deliver the cloud services your customers demand.

Benefits

- **Speedy restoration** to get your business back up and running due to Red Hat’s fast response time, in the event of a production-critical issue
- **Increased confidence** because of restoration and resolution service-level agreements (SLAs) that guarantee restoration in 4 hours¹ and resolution in 20 days in Severity 1 incidents
- **Efficient issue resolution** with direct access to senior technical engineers who are familiar with your environment
- **High availability of help** through a designated contact phone number, available 24x7

Table 1. Comparison of subscription levels and Enhanced Solution Support features

	Standard subscription	Premium subscription	Enhanced Solution Support
Hours of coverage	Standard business hours	Standard business hours (24x7 for Severity 1 and 2)	Standard business hours (24x7 for Severity 1 and 2)
Support channel	Web and phone	Web and phone	Web and phone access to Enhanced team
Number of cases	Unlimited	Unlimited	Unlimited; SLAs on one active issue at a time



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¹ Red Hat case study. “BSE builds world’s fastest trading system with Red Hat,” May 2017.

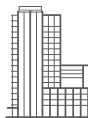
	Standard subscription	Premium subscription	Enhanced Solution Support			
Response times	Initial response	Initial response	Restoration and resolution	Initial response	Restoration time	Resolution time
Severity 1	1 business hour	1 hour	N/A	15 minutes	4 hours	20 days
Severity 2	4 business hours	2 hours	N/A	15 minutes	8 hours	40 days
Severity 3	1 business day	4 business hours	N/A	4 business hours	10 days ²	N/A
Severity 4	2 business days	8 business hours	N/A	8 business hours	N/A	N/A

Contact [Red Hat](#) for more information about Enhanced Solution Support.

² Severity 3 SLA for production incidents only

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.



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