

PRODUCT/SERVICE

G. PRODUCT, SUPPORT, SERVICES DESCRIPTIONS. Red Hat Enterprise Linux WS:

Red Hat Enterprise Linux WS is the desktop/client partner for Enterprise Linux AS and Enterprise Linux M. It is ideal for all desktop deployments, including office productivity applications, software development environments, and targeted ISV client applications. When configured as a headless workstation, Enterprise Linux WS is also ideally suited for use as a compute node in a High Performance Computing (HPC) environment.

Red Hat Enterprise Linux WS is fully compatible with other members of the Red Hat Enterprise Linux product family and provides complementary technology and services.

Red Hat Enterprise Linux WS provides support for desktop/workstation systems with up to two CPUs. Designed with the desktop environment in mind, Red Hat Enterprise Linux WS does not include a number of server applications found in Red Hat Enterprise Linux AS and Red Hat Enterprise Linux ES.

Red Hat Enterprise Linux ES

Red Hat Enterprise Linux ES provides the core operating system and networking infrastructure for a wide range of entry-level and departmental server applications. It is ideally suited for network, file, print, mail, Web, and custom or packaged business applications. Red Hat Enterprise Linux ES is fully compatible with the Red Hat Enterprise Linux family, providing the stability, performance, and support needed for critical application deployments.

While Red Hat Enterprise Linux ES provides the same core capabilities as Red Hat Enterprise Linux AS, it supports small/mid-size X86-based systems with up to two CPUs and 8GB of main memory.

Red Hat Enterprise Linux AS

Red Hat Enterprise Linux AS is the core operating system and infrastructure enterprise Linux solution. It supports the largest commodity-architecture servers with up to 16 CPUs and 64GB** of main memory and is available with the highest levels of support. This makes Red Hat Enterprise Linux AS the ultimate solution for large departmental and datacenter servers.

Red Hat Enterprise Linux AS is supported by an extensive range of applications from leading ISVs, and is certified on systems provided by Dell, HP, IBM, and Sun. It has garnered impressive industry-standard benchmark results.

RED HAT ENTERPRISE LINUX SUPPORT OPTIONS:

Red Hats Enterprise Linux family of operating systems is available on a per-system, annual subscription basis. The subscriptions are offered in three editions: Basic, Standard, and Premium -- each with varying support levels and delivery options -- so you can choose the subscription combination that best meets the needs of your business.

Standard edition includes:

Web Support - 24x7 for one year

Phone Support - 12x5 - North Am: 9-9 ET M-F
- Global: 9-5 GMT/CET M-F

Web Response Time - 2 business days

Phone Response Time -- 4 hours

Premium edition includes:

Web Support - 24x7 for one year

Phone Support - 24x7 (severity 1)

Web Response Time - 1 business day Phone

Response Time - 1 hour (severity 1)

Basic edition includes:

Maintenance only, no support

Global Learning Services - Training:

Red Hat Certified Engineer (RHCE), Red Hat Certified Technician (RHCT) and all of Red Hat's Developer, Security, and eBusiness courses offer the following values and qualities:

Most mature and respected program in the Linux space

Most up-to-date technical content, always updated for each new release of Red Hat Linux

High quality courseware, labs, instruction, and program design Performance-based certification and proof of actual competency: RHCE Emphasis on hands-on practical skills, relevant to today's roles for Linux Multiple tracks, with entry points for all IT backgrounds and skill level's Independent surveys, proven quality and performance metrics Guaranteed satisfaction

Quality assured through RHCE certification of instructors and Training Partners

Value-added services at Certification Central for those who earn RHCE

Red Hat also offers courses that focus on specific areas of expertise, such as e-business, security and embedded technologies. All courses are designed to create a basis for further development and real-world practice. Good training can provide a foundation; the participant must do the rest As an alternative to classroom-based training, Red Hat offers an extensive set of online courses. Our audience focus is the IT professional: technician, system administrator, network administrator, system engineer, web engineer, and developer. Our technical focus is on the skills and competencies required to manage Linux servers and systems for mission-critical commercial and business roles, including: Internet server, web server, database server, MTA server, ISP, DNS server, firewalls, web proxies, file and print server, departmental server, technical workstations, and development platform.

Red Hat Certified Technician (RHCT): RHCT provides performance-based certification for Linux techs who are competent to set up new Linux systems and attach these to a production network. The RHCT Exam is a half-day performance based exam included in RH 133 Red Hat Linux System Administration (4.5 days), as the last half day.

RHCT is an ideal technician level credential for persons supporting Linux systems throughout the organization. RHC£ is a good choice for those transitioning to Linux from non-UNIX OSes, or who want to prove their competencies at a midway point on the way to RHCE, one of the ten hottest certifications in the IT industry.

RHCT tests a technician-specific subset of the skills tested in RHCE: RHCTs will typically not be making the decisions about how to setup production network services and network security. Thus, RHCT does not test the networking services and network security skills required to earn RHCE.

RHCT tests a smaller group of diagnostics and troubleshooting skills than RHCE, which tests these skills more comprehensively. Some persons taking RHCE who do not pass all items required for RHCE may pass all items required to earn RHCT. Official RHCE test results will indicate scores relative to both RHCT and RHCE.

Red Hat Certified Engineer (RHCE): There are two RHCE Program curriculum tracks. They are Rapid and Standard.

RH300 RHCE Rapid Track course is aimed at those who already possess significant systems administration experience and knowledge in a UNIX or Linux environment, and who desire to become certified.

Good candidates for RHCE are:

- Experienced UNIX systems administrators and UNIX system engineers
- Experienced UNIX or Linux network engineers, NOC and ISP technical staffers
- Experienced Linux systems administrators and engineers
- Other UNIX and/or Linux power-users who may want focused training and certification on Red Hat Linux

Includes RHCE Exam (on 5th day)

The Standard Track consists of 3 courses + **RH 302 - RH033, M133, RH253 -**

Aimed at persons who need more review of key concepts or who are new to both UNIX and Linux.

RH 302 is RHCE Exam only

RHCE will have ability to:

- Install and configure Red Hat Linux
- Understand limitations of hardware
- Configure basic networking and file systems
- Configure the X Window System
- Configure basic security
- Set up common network (IP) services
- Carry out basic diagnostics and troubleshooting
- Perform essential Red Hat Linux system administration.

GLOBAL SUPPORT SERVICES:

Regarded as the best Linux team in the industry, Red Hat Certified Engineers provide you the highest level of customer satisfaction through:

- Rapid response
- Quick relief to high impact problems
- Timely problem resolution
- High quality fixes and information

You will benefit from:

- A faster return on your investment
- Greater reliability, availability, scalability, and manageability of your IT infrastructure
- More effective use of your IT staff

Production Support Services:

In addition to providing Standard and Premium support on Red Hat Enterprise Linux and Red Hat Applications, we also offer Technical Account Management.

The Technical Account Management service is intended for customers who desire the deepest technical relationship with Red Hat in order to maximize their return on a significant investment in Red Hat technology. The service provides a consistent primary technical contact at Red Hat who will work with you to understand your ongoing technology requirements. This individual will proactively address issues with your production and mission critical systems. By leveraging the collective technical experience of Red Hat

through this service your technical staff will be more productive--better able to deliver the performance, reliability and security you require.

Features:

- Early identification of issues when deploying on Red Hat Enterprise Linux (beta testing, bug/feature escalation/resolution)
- Exposure and access to Red Hat's latest technology and development plans
- An advocate into Red Hat product engineering and the open source community
- Subscription to Red Hat's Technical Account Management monthly newsletter
- Two on-site technical review visits per year

Developer Support Services:

Whether you're an Independent Software Vendor (ISV), an Independent Hardware Vendor (IHV), or part of a large in-house IT organization Red Hat can meet your development support needs.

GLOBAL PROFESSIONAL SERVICES:

Deployment and operations:

This is the most comprehensive service available from Red Hat Professional Services. Apply Red Hat's expertise in a complete corporate deployment of Linux and open source applications to improve your IT effectiveness and reduce total cost of ownership. Red Hat has delivered this capability to premier technology companies such as Google and America Online.

This offering provides a well-defined methodology that assures you will achieve the full functionality and potential of Red Hat Enterprise Linux and open source software. This methodology begins with the assessment and covers all of the necessary activities during the integration / migration process and beyond. This carefully defined methodology not only provides a consistent and repeatable open source migration process, it delivers on the objective of providing you with a more stable operating environment at a reduced cost.

By engaging Red Hat early in the design phase of a major IS/IT deployment, the consultants are able to get ahead of the typical pitfalls that plague many experienced organizations when they migrate to Linux and open source software solutions. Red Hat has worked with many customers through different phases in their migration process and has an extensive body of knowledge of this process.

Client Directed Engineering:

For organizations that are already underway *with* migration to Linux and open source applications, Red Hat Professional Services adds a valuable layer of expertise and assistance to keep your team on track with any phase of migration, from assessment and architecture & design, to development and deployment and operations.

Why Client Directed Engineering?

Many organizations have started implementing Red Hat Enterprise Linux in their corporate IS/IT infrastructure and have a staff of Red Hat Certified Engineers (RHCEs) who are qualified to manage general areas of Linux migration. However, not every organization has the deep expertise of the Red Hat Professional Consulting organization. Client Directed Engineering engagements enable customers access to specialists who collaborate on-site and off-site with the IS/IT organization to keep the team on track with regards to detailed technology issues, deployment and development.

For example, a project team might encounter a problem with their application and the way it interacts with Linux kernel during a particular memory access. The Red Hat professional consultant can provide advice on design considerations and can collaborate *with* Red Hat's kernel engineering team for detailed analysis

of the issue, including patches and other fixes, workarounds, and long-term recommendations based upon the engineering roadmap directly from the Red Hat engineering organization.

Your Benefits include:

- Knowledgeable advice from a skilled Red Hat expert
- Access to high level engineering support from Red Hat's kernel, OS and tools engineering organizations
- Project-specific management of your team issues and obstacles
- Extends your in-house team capability

Custom Software Development:

Red Hat Professional Services has world-class capabilities for development of custom open source software. This capability ranges from building core Linux components to a wide range of applications including embedded technologies, GNU based tools, web server and e-commerce, content and collaboration management, and web application development. Red Hat's Engineering Services group delivers this specialized capability.

The Engineering Services organization has extensive experience delivering customized, optimized open source technologies to diverse organizations such as Sony Computer Entertainment, Ericsson, Brother and Delphi.

Focus on Engineering Services:

Red Hat's Engineering Services teams provide immediate engineering expertise and project management to ensure your project meets deadlines and budget. Engineers are available to assist in all phases of a development or implementation project, from initial scope of work to coding, validation to quality assurance, design to implementation. Comprehensive technical, on-site project management resources are available to augment resource constrained technical organizations.

With Red Hat Engineering Services, you will gain access to the collective expertise of over 300 systems and network engineers and developers with proficiency in open source compilers, platforms, development tools, e-commerce and Web applications, driver development, networking and more.

Your Benefits Include:

- Priority access to the broadest range of open source application and platform development skills
- Immediate augmentation of your development staff, at an overall lower total cost
- Technical project management, coding, testing and validation expertise

Embedded Engineering Services:

Red Hat's Custom embedded Linux development team offers a wide range of software design and development services to assist customers in deploying applications and systems software for embedded systems. These services include customization and optimization of software development tools, board support packages, boot and debug firmware, application and protocol design, and customized reference platforms for chip manufacturers.

Custom Open Source Software Development

Red Hat's Custom OSS Development team offers a wide range of software design and development services to assist customers in deploying applications and systems for Linux and other open source software platforms. Red Hat engineers are some of the most experienced in distributed, collaborative Open Source development. We have accomplished C, C++, Perl, PHP and GNU compiler engineers with expertise in many areas, including device drivers, kernel optimization and modification, embedded systems, graphics, compilers/tools, web applications and network protocol development, plus performance tuning and benchmarking.

Development Process

Red Hats Custom Software Development offering focuses on the creation or modification of Open Source software to address customers' unique business requirements. Through Red Hat's Custom Software Development solutions, you gain faster time to market, competitive advantage through highly customized solutions, and access to the most qualified Linux and open source engineers in the world.

Regardless of the size and scope of your project, we follow a disciplined approach utilizing focused project management to ensure quality, consistency, and timeliness of delivery.

- Develop thorough understanding of your technical, budget and schedule requirements.
- Complete agreement on the technical specification, delivery dates, and business terms.
- Create a development program with close communication among engineering teams.
- Deliver a final candidate software package for your evaluation.
- Gather your feedback via our web-based project tracking system.
- Integrate your feedback into a Final project deliverable.
- Deliver long-term support services with final technology.

Global Learning Services Consulting:

Enterprise migrations to Red Hat Enterprise Linux tend to pay for themselves in many ways: the low licensing costs of Red Hat Enterprise Linux and other Red Hat open source enterprise applications frees up budgeted funds so that you can invest in your most valuable resource: your people. And the best way to invest in your people for increased ROI and reduced TCO is to provide serious hands-on training and performance-based certification, such as the Red Hat RHCE Program.

Training and certification from Red Hat insures that your IS staff is ready for serious Red Hat Enterprise Linux deployments. It also insures that your company will realize the full value of Red Hat-based solutions.

Red Hat can help you identify who in your IS staff requires training, and precisely what level of training. Red Hat Global Learning Services consultants are available to help you assess your team's readiness for Red Hat based solutions, and then craft a custom Corporate Training Plan to meet your group's needs.