

# INTEGRATED SUPPORT FOR RED HAT SOLUTIONS IN MICROSOFT AZURE

Part of the comprehensive, enterprise-grade partnership in the cloud, Microsoft and Red Hat offer customers an integrated support model including co-located resources and easy in-portal access

## MICROSOFT HELP + SUPPORT



## FLEXIBILITY IN SUPPORT CHANNELS

Customers can initiate support requests either from the Azure portal or the Red Hat Customer Portal.

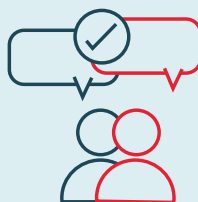
## SSO ACCESS TO RED HAT SUPPORT

Azure on-demand (pay-as-you-go) subscribers can log on to the Red Hat Customer Portal from within the Azure portal to access the knowledgebase, view product documentation, or create a support ticket.

## CO-LOCATION AND CROSS-PRODUCT SUPPORT

Red Hat support specialists are trained in Azure services, and Azure support specialists are trained to support Red Hat Enterprise Linux. Red Hat Technical Account Managers are co-located with Azure support teams to assist as needed.

## RED HAT CUSTOMER PORTAL



## TICKET EXCHANGE PLATFORM



## CROSS-TEAM HAND-OFF

The integrated ticket exchange system between Microsoft and Red Hat enables support teams to communicate, share notes, and automatically route tickets between support centers securely, in compliance with ISO 27001.

"Red Hat really impressed us with its enterprise grade support. We were surprised that Red Hat open source and Azure support resided in the same office."

Richard Hum: Studio Head  
Throwback Entertainment



To learn more: <http://aka.ms/redhat>