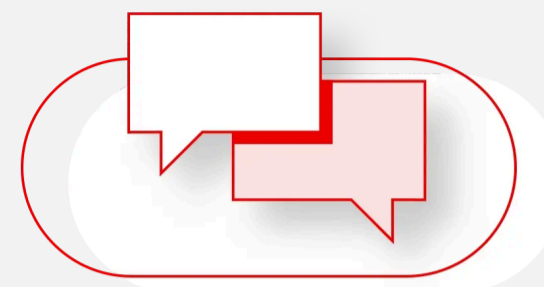




Red Hat Support

When the stakes are highest, who you work with matters

IT is complex. But when challenges arise, you don't have to face them alone. Our experts show up with empathy to help you solve problems and accomplish your goals. Red Hat® Support offers direct access to engineers with decades of institutional wisdom, so your business can keep running smoothly.



Technical expertise meets genuine human care

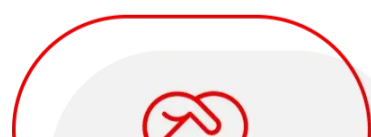
Imagine a worst-case scenario: You experience an outage that could cause you to lose customers, credibility, and money.

With Red Hat Support, you don't become a nameless number in a support-case queue. Our engineers—empathetic humans with significant open source expertise—will collaborate with you until your issue is resolved, even when other vendors are involved.

In this partnership, we treat your success as our own. That's why we share ownership of the complexity and get right to the root of the issue—so you can keep doing what you do best.

Helpful links

- Red Hat Knowledgebase
- Red Hat Customer Portal
- Product documentation
- Product security center
- Customer support
- Partner support
- Red Hat Technical Account Management
- [AI assistant](#) (login and subscription required)



When you need support, we show up with heart

The H.E.A.R.T. mindset is a practical approach that empowers Red Hat support teams to build deeper, more meaningful customer relationships, so you genuinely feel heard, understood, and valued. The crucial complement to Red Hat's AI-driven support, it anchors the customer experience by placing human connection at the forefront of every interaction.

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Hear: Actively listen to fully understand the customer's perspective.

Empathize: Recognize the business impact from the customer's point of view.

Assure: Let customers know they're in the right hands to get help.

Resolve: Take charge of the problem and focus on finding a solution.

Trust: Follow up and confirm a full resolution, building a long-term partnership.

Find the right level of support

We offer different tiers of support to meet your unique needs.

	Self-support	Standard	Premium
Access to Red Hat products	✓	✓	✓
Access to our Knowledgebase and Customer Portal tools	✓	✓	✓
Access to support engineers during standard business hours		✓	✓
Access to support engineers 24x7 for high-severity issues			✓

Red Hat Enhanced Solution Support

We also provide customized support for Red Hat OpenShift® and Red Hat OpenStack® customers of all sizes and in any industry. Red Hat Enhanced Solution Support helps speed resolution and reduce downtime by offering 24x7 access to senior engineers, service-level agreements (SLAs), and lifecycle management features like compliance updates.

[Talk to a Red Hatter](#) →

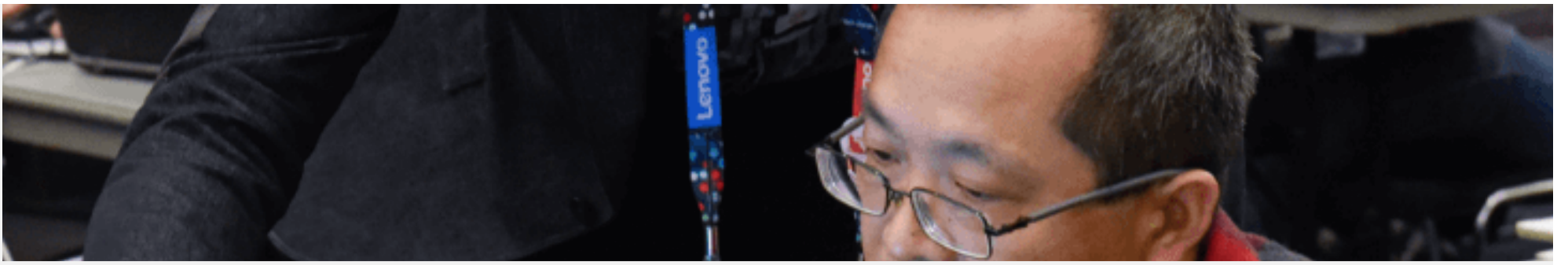
Tailored guidance

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Manager (TAM) for collaborative planning and personalized guidance. Our issues, and shape your technology strategy to meet your toughest



Award-winning support

The Red Hat Customer Portal has been recognized for 15 consecutive years by the Association of Support Professionals. Awards include being named among the 10 "Best Web Support Websites" and "Best Contribution to Moving the Industry Forward."



[See why the portal keeps winning awards →](#)

What our customers are saying



We have found the support from Red Hat to be exemplary. Whenever we need anything from them, they have given it ... Red Hat is now our backbone. Our business cannot run if Red Hat is not there.

Ashishkumar Chauhan
CEO, BSE



I like the fact that they really dig into things and then provide answers. As the single Linux guy, I kind of need that second admin next to me sometimes to say, "Hey, what about this?" and I am able to do that through the portal. I get my questions answered and trouble tickets resolved.

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Have questions?

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