

IBM and Red Hat: Celebrating 20 years of partnership

Paving the way for innovation
through open source

IBM and Red Hat® have been providing industry-leading solutions for over 20 years. Together, the organizations have made significant investments in the Linux operating system and have demonstrated their commitment to driving innovation in open source. Red Hat Enterprise Linux (RHEL) is certified to run on all IBM server platforms, including IBM® Power Systems™. Working together, the organizations are helping clients meet their needs for big data, analytics, mobile, cloud, security and more.

As part of building a foundation for this strategic alliance, IBM Technology Support Services and Red Hat have joined hands to bring solutions to their customers based on Red Hat's extensive portfolio of products. By combining the stability and security of Red Hat subscriptions with world-class support services from IBM, the organizations help clients build comprehensive support solutions for virtually any enterprise IT infrastructure. The IBM support services not only span across the Red Hat portfolio, but also across several IBM hardware platforms and original equipment manufacturer (OEM) Intel platforms.



What's in it for your business?

- World-class support for your Red Hat environment
- A collaborative approach that combines Red Hat subscriptions with IBM support
- The ability to optimize the return on your IT investment through increased reliability
- A 99 percent resolution rate on RHEL products
- Virtually unmatched skills on IBM Z®, IBM Power® and OEM Intel platforms
- Support for your Linux installation, configuration, usage, technical questions and code-related defects
- Proactive and predictive IT support with extensive, flexible and customizable service options

Providing industry leading
solutions for over

20

YEARS

IBM makes open source support simple

IBM Technology Support Services offers the right support expertise to help drive your business forward. With technical skills that are grounded in decades of experience with Linux and other open source technologies, IBM offers a variety of support options that help optimize your RHEL return on investment. With 62,000 engineers certified to participate in open source and nearly USD 1 billion invested in developing open source technologies, IBM knows open source.

Software-defined storage for cloud, big data and beyond

As business needs evolve and data volumes increase, enterprises are wrestling with their storage requirements. Traditional storage systems are expensive and often too rigid to handle this growth. How can your enterprise get a handle on the data challenge while ensuring performance and data security? A software-defined storage (SDS) solution is the answer.

Red Hat storage solutions are built on open source, which means you have legions of developers, partners and customers working together to solve your challenges. Red Hat storage solutions are highly available and provide resilient offerings that are software-defined so you have complete control over how your storage is formatted and used.

IBM helps you improve your Red Hat Linux environment's effectiveness by providing:

- A single-source for all your business-critical support needs
- Access to skilled Linux consultants worldwide with a focus on proactive and predictive maintenance
- A collaborative approach that combines a Red Hat subscription with IBM and Red Hat support
- Telephone and electronic service designed to handle virtually unlimited requests from a virtually unlimited number of requestors
- Services customized to meet the specific needs of your organization more cost-effectively
- Cross-platform expertise that helps address various concerns, including usage and defect support, technical questions and product compatibility and interoperability issues

Red Hat Gluster Storage

Built on the Red Hat Enterprise Linux operating system, Red Hat Gluster® Storage combines file and object storage with scale-out architecture. It's designed to cost-effectively store and manage petabyte-scale data growth.

Red Hat Ceph Storage

Red Hat Ceph® Storage is based on Ceph, the open source software-defined storage system preferred by OpenStack users. The solution provides a single storage platform for OpenStack that's open, adaptable, technically advanced and supported worldwide.

Why choose IBM as your Red Hat Storage support provider?

IBM Technology Support Services helps organizations implement and maintain Red Hat software-defined storage solutions more easily and cost-effectively. IBM offers experienced professionals with around-the-clock remote software support that can streamline support, optimize staff productivity and increase your SDS return on investment.

For more information:

To learn more about IBM Technology Support Services and Red Hat software support, or find out more about other solutions from IBM and Red Hat, please contact an IBM sales representative at 1-866-426-9989.

Visit us at: ibm.biz/red-hat-support

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