Red Hat Certified Cloud & Service Provider Program
Program Guide

Apr 2022

Version 1.50

Table of Contents

Disclaimer

This guide provides important information about the Red Hat Certified Cloud and Service Provider (CCSP) program. The terms that govern the CCSP program are contained in the CCSP Partner Agreement and CCSP program appendix (the "agreement") entered into between Red Hat and each partner participating in the CCSP program (the "service provider" or "CCSP partner"). All terms not otherwise defined herein shall have the meaning set forth in the agreement.

All CCSP partners can access the current version of this guide on the Red Hat Partner Connect.

CCSP program benefits and requirements are applied based on where the CCSP is located, and there may be some region specific benefits or requirements not covered here. Your CCSP Program Manager can provide additional details if needed.

To the extent that this guide has been translated into any language other than English, the English version of the guide will prevail over any inconsistencies with a non-English version of the guide.

1. Introduction

Technology is changing the very nature of how we work and the competitive context in which we operate. It helps businesses become more agile, efficient, and competitive. As customers aspire to technology-driven business transformation, Red Hat continues to provide trusted, secure, innovative and supported open source enterprise technology solutions to meet these needs. Partners have always been an important part of the Red Hat story. The combination of your expertise, intellectual property, and our products is what brings the most value to our customers. Whether you influence customers as a cloud provider, solutions provider, or global systems integrator (GSI), our collaboration works to our mutual benefit.

Partners drive over 70% of Red Hat bookings, underscoring the importance of these relationships. As customer demands for technology intensify, Red Hat is increasing its investment supporting our partners to ensure they have sustainable ways to achieve growth. Our partner enablement helps you build skills around open, advanced technologies, so you can go to market with outcome-based services and drive growth more quickly.

This guide is a key resource to help you grow your services with the Red Hat Certified Cloud and Service Provider (CCSP) program. It contains:

- An overview of the CCSP program
- A description of membership requirements and benefits
- Information about the application and enrollment process

A Red Hat certified cloud or managed service is a trusted destination for enterprise IT customers, independent software vendors (ISVs) and partners to access and consume Red Hat technology. Certified cloud and service providers use Red Hat infrastructure and guest offerings to serve customers with secure, scalable, and supported enterprise solutions with specific business and operational models. Typical offerings from providers include hosted physical machines, self-service virtual machines, hosted virtual private clouds, fully managed services, and outsourcing.

By using a Red Hat certified cloud or managed service, end customers and partners using custom developed or third party ISV applications certified to Red Hat Enterprise Linux, Red Hat OpenShift Container Platform, and other Red Hat solutions are assured that these applications function as anticipated on a trusted cloud. For cloud providers offering Infrastructure-as-a-Service (IaaS), due to the certification, testing, and availability of a standard Red Hat Enterprise Linux image, end users enjoy a consistent product experience. The program also offers solutions that enable a complete container platform for Kubernetes with Red Hat OpenShift Container Platform; container security and management with Red Hat Advanced Cluster Security and Red Hat Advanced Cluster Management for Kubernetes; private cloud infrastructure and management with Red Hat OpenStack; IT automation with Ansible Automation Platform; middleware with Red Hat JBoss; and scalable storage with Red Hat OpenShift Data Foundation and Red Hat Ceph Storage.

2. Release Notes

The following is a summary of the changes made to the Program Guide for the Apr 1st, 2022 release.

2.1. New Offerings

- New Red Hat Application Foundations offering

2.2. Changes and Updates

Updated section 10.5, CCSO Partner Enablement Subscriptions, to clarify that Smart Management reporting is required only if the partner uses it.

Retirement of:

- ODF Advanced
- ODF Advanced (Bare Metal)
- ODF Advanced (2 cores)
- ODF Advanced (150 cores)
- ODF Advanced add-ons
- ODF Advanced add-ons (Bare Metal)
- OpenShift Container Storage
- OpenShift Container Storage Add-on
- OpenShift Container Storage Bundles with OpenShift Container Platform and Middleware
- Gluster Storage

3. CCSP Program Overview

The Red Hat Certified Cloud and Service Provider (CCSP) program is the only compliant means to allow a partner to deliver Red Hat product-based services to third parties as part of a public cloud, managed services, hosting and/or outsourcing offering. The CCSP program addresses partner needs for consolidated procurement and flexible consumption of Red Hat solutions while ensuring consistency and reliability across environments. Increase your flexibility by delivering from your datacenter, on a public cloud or on customer premises, with flexible pricing provided to your customers. Improve your productivity with Red Hat systems management tools, Premium 24x7 support, and joint issue resolution. Increase your agility with subscription portability between on-premise and public cloud while you pay-as-you-grow. Increase your velocity with access to thousands of certified RHEL ISV and SaaS applications, free training via OPEN, and discounts on certification exams.

The Red Hat Certified Cloud and Service Provider program allows cloud, hosting, system integrator, and managed service providers to host and resell certified Red Hat offerings through multi-tenant, dedicated, and managed services models.

Partner Program Membership Levels The Red Hat CCSP partner program consists of three membership levels with specific benefits, requirements, and tools corresponding to each level. Below is a brief description for each partner program membership level.

Ready	The Ready tier is the default level for the CCSP program. A CCSP partner becomes a Ready partner upon completion of the CCSP program application; agreeing to the terms of the CCSP partner agreement; and being accepted into the CCSP program. Ready partners are eligible to receive benefits detailed in the tables below.
Advanced	Advanced tier CCSP partners maintain an active business relationship with Red Hat in one or more geographic regions; consistently meet business plan targets in each country and expectations as defined in this program guide; and have satisfied the CCSP program requirements as detailed in the CCSP program level requirements table below. Advanced CCSP partners are eligible to receive benefits as detailed in the tables below.
Premier	Premier tier CCSP partners maintain an active business relationship with Red Hat in one or more geographic regions; consistently meet business plan targets in each country and expectations as defined in this program guide; and have satisfied the CCSP program requirements as detailed in the CCSP program level requirements table below. Premier CCSP partners are eligible to receive benefits as detailed in the tables below.

Partner Program Benefits

The Red Hat CCSP partner program benefits provide the resources needed for a CCSP partner to develop and maintain a strong knowledge of the Red Hat product portfolio, with the objective of selling Red Hat offerings and supporting end customers of the CCSP partner's service. The table below summarizes the benefits available to partners at each membership level.

Benefits	Ready	Advanced	Premier
Compliant means to provide Red Hat product-based services to third parties	Yes	Yes	Yes

Benefits	Ready	Advanced	Premier
Access to customized Red Hat Certified Cloud and Service Provider partner program offerings	Yes	Yes	Yes
Ability to purchase Red Hat products through authorized Red Hat CCSP Distributors	Yes	Yes	Yes
Flexible, consumption-based pay-as-you-go model	Yes	Yes	Yes
Consistency between on-demand and dedicated service models	Yes	Yes	Yes
Streamlined procurement of Red Hat subscriptions	Yes	Yes	Yes
Red Hat-Certified offerings for resale with SKUs built specifically for CCSP partners	Yes	Yes	Yes
Systems management solutions to manage cloud offerings: * Red Hat Update Infrastructure (RHUI) * Red hat Satellite	Yes	Yes	Yes
Unlimited access to Partner Connect and the Red Hat Online Partner Enablement Network (OPEN) for free technical training and access to role-based accreditation paths and eLabs	Yes	Yes	Yes
Access to Red Hat Partner Content Hub for Red Hat partner marketing, sales, and technical content	Yes	Yes	Yes
Sales operations training, including royalty reporting, SKU overview and subscription management for procurement and product management professionals	Yes	Yes	Yes
If certifying Red Hat Enterprise Linux images, listing in Red Hat's certified ecosystem catalog	Yes	Yes	Yes
Listing in Red Hat's partner locator	Yes	Yes	Yes
Market Development Funds (MDF) available on a quarterly basis by achieving prearranged, agreed upon time based sales and marketing challenges	No	Yes	Yes
Discount on Red Hat Consulting Services	No	5%	10%
Red Hat Knowledgebase access through the Red Hat Customer Portal	Yes	Yes	Yes
Web-based product training and access to the Red Hat Product Demonstration System (RHPDS)	No	Yes	Yes
Partner Enablement SKUs	Yes	Yes	Yes
24x7 Red Hat Product Support for partners	Yes	Yes	Yes

Benefits	Ready	Advanced	Premier
Systems management solutions to manage Red Hat cloud offerings, including: * Red Hat Update Infrastructure (RHUI): in-cloud management and update services built for on-demand consumption and dynamic scale * Red Hat Satellite: a fully featured, active management solution for managed service environments	Yes	Yes	Yes
Developer Community Access	Yes	Yes	Yes
Joint Customer issue resolution with Red Hat Global Support Services	Yes	Yes	Yes
Red Hat Partner Account Manager and/or partnership support resources	Yes	Yes	Yes
Eligibility to purchase a Partner Technical Account Manager (PTAM) resource (Highly recommended for partners adopting Red Hat OpenStack, Red Hat OpenShift Platform, and Red Hat Data Services)	Yes	Yes	Yes
Access to Red Hat Specialist Solution Architect in Proof of Concept (PoC) phase	Yes	Yes	Yes
Red Hat Partner Success Manager	No	Yes, but only for partners preparing for Premier Status	Yes
Red Hat Partner Advisory Group	No	No	Yes
Red Hat Executive Sponsor	No	No	Yes
Red Hat CCSP partner program electronic certificate available to all partners upon request	Yes	Yes	Yes
Co-branded lead generation campaign materials	Yes	Yes	Yes

3.1. CCSP Program Benefits

These benefits provide the resources needed for a CCSP partner to develop and maintain a strong knowledge of the Red Hat product portfolio, with the objective of selling Red Hat offerings and supporting end customers on the CCSP partner's service.

Red Hat Partner Connect Portal

Membership in the CCSP program includes access to the Red Hat Partner Connect portal, an online content repository and partnership management tool with an array of partner-ready program, product, training, marketing, and sales resources. The Red Hat Partner Connect portal is the primary source of Red Hat business information, product offerings, training, and marketing campaigns and is where CCSP partners can access the latest information from Red Hat. This material can help train sales teams to present Red Hat solutions to customers. Partners can

also manage various aspects of their Red Hat relationships through the portal. Key program information, policies, and updates (including this guide) are available through the Red Hat Partner Connect portal.

All CCSP partners must register on the Red Hat Partner Connect portal and complete a profile so that they appear in the Red Hat Partner Locator. This is a key benefit to the CCSP program and the primary search tool for all Red Hat customers that want to find a Red Hat-certified cloud or service provider.

Red Hat Connect for Technology Partners Portal

All CCSP partners have access to Red Hat Connect for Technology Partners portal. This site includes valuable information, including:

- Technical training
- Technical certification by product
- Online lab resources for partners
- Reference architectures, white papers, and other documentation for Red Hat products
- Ways to collaborate with other technology partners and with Red Hat engineering

Red Hat Certification Catalog

All CCSP partners with certified products and images will be listed in the Red Hat Cloud Ecosystem Catalog. The catalog is searchable by product, region, image version, localized language support, and consumption models. Red Hat customers searching for certified images frequently use the catalog to find CCSP partners that meet their criteria.

Red Hat Partner Locator

In addition to being listed in the Red Hat Cloud Ecosystem Catalog, CCSP partners will also be listed with searching capability on redhat.com through the Partner Locator. When a CCSP registers on the Red Hat Partner Connect portal, the profile information populates the locator for easy searching by Red Hat customers.

Market Development Funds

Red Hat may, at its discretion, provide market development funds (MDF) for go-to-market, lead generation, solution development, and selling activities for the purpose of generating revenue associated with Red Hat products and solutions.

Red Hat Consulting Services discount

Advanced and Premier partners are eligible to receive discounts on service engagements provided by Red Hat Consulting Services.

Red Hat Summit

Red Hat offers two complimentary Red Hat Summit registrations to Premier CCSP partners. Contact your Red Hat partner manager if you are interested in using this benefit.

All CCSP partners are encouraged to participate at Red Hat Summit, an annual technical conference for all Red Hat customers and partners. Red Hat Summit is a premier open source technology event that showcases the latest innovations in cloud computing, platform, virtualization, middleware, storage, and systems management. By

attending, you will have access to the best knowledge in the industry through technical and business sessions, hands-on labs and demonstrations, customer panels and presentations, visionary keynotes from industry leaders, networking opportunities, and collaboration with Red Hat engineers.

Red Hat Summit offers CCSP partners sponsorship opportunities that create awareness among Red Hat customers about the partner's cloud and service offerings. Partners may also submit abstracts for speaking sessions based on real-world customer case studies and technical solutions.

Learn more about Red Hat Summit.

Red Hat Partner Conference

Red Hat hosts regional Partner Conferences and offers CCSP partners the opportunity to meet with system integrators, independent software vendors, distributors, and their peers to discuss industry trends and hear from Red Hat executives about new product developments and technical roadmaps.

Access to Red Hat Collateral and Demand Generation Campaign Materials

Red Hat publishes partner-ready versions of its corporate campaigns partners can actively market Red Hat products as part of their overall marketing execution. The Red Hat Partner Connect portal provides content that can be cobranded, including templates for presentations, solution briefs, event invitations, signage, and graphics. All CCSP partners also have access to a wide variety of Red Hat product collateral.

Red Hat CCSP program branding and logo use

CCSP partners are authorized to use Red Hat Certified Cloud & Service Provider marks. The use of marks is granted upon fulfillment of all tier requirements. Depending on the partner's certification credentials, additional branding may be available, such as an OpenShift-certified partner logo.

Learn more about Red Hat's Trademark Guidelines and Policies.

Joint Marketing Activity Planning

Advanced and Premier CCSP partners are eligible to participate in joint marketing activity planning with their Red Hat Partner Manager. Marketing planning and execution will be part of the partner business plan. Partners are requested to work in coordination with their Red Hat partner marketing team to develop and execute activities that align with both Red Hat and partner goals.

Press Release Support

Red Hat may, at its discretion, participate in a press release with Premier partners who want to announce their relationship with Red Hat. Additional public relations opportunities may be available to Premier partners, based on mutual marketing goals that are defined by Red Hat and the partner.

Red Hat-developed Case Study

Red Hat, at its discretion, may work with CCSP partners to produce a professionally written joint-customer case study. Case studies would be available for Red Hat and CCSP partner use as marketing collateral.

Red Hat named Account Manager

Premier partners and, at Red Hat's discretion, certain Advanced partners receive access to a CCSP account manager who acts as their point of contact with Red Hat. CCSP account managers conduct business planning with partners to help them take full advantage of the partner program benefits.

Distributor Partner Management

Ready and Advanced partners may receive support from a distributor's partner manager, who acts as the point of contact at a Red Hat CCSP-authorized distributor. Distributor partner managers may provide an array of support and revenue-generating activities to help CCSP partners take full advantage of their partnership with Red Hat. CCSP partners should engage directly with their distributors. Only certain distributors are authorized as Red Hat CCSP Distributors.

Enhanced Support Relationship

Premier partners and, at Red Hat's discretion, certain Advanced partners are eligible to receive enhanced technical support from Red Hat. Support resource will be determined by Red Hat and, dependent on type needed, by the CCSP.

Red Hat Partner Advisory Group

Premier partners are eligible, at Red Hat's discretion, to participate in Partner Advisory Groups. Partner Advisory Groups are invitation-only councils made up of Red Hat executives and business partners designed to foster collaboration. Partners help provide guidance and help define future direction and strategy of the CCSP program.

Red Hat Executive Sponsor

At Red Hat's discretion, Premier CCSP partners may be assigned sponsorship with a Red Hat executive.

3.2. Partner Commitments by Tier

Partner Commitment	Ready	Advanced	Premier
Approved business plan	N/A	Yes	Yes, with optional technology plan
Red Hat product adoption	At least one Red Hat product	As defined in business plan	As defined in business plan
Red Hat product support	Full	Full or Diagnostic	Diagnostic
Monthly recurring revenue	Minimum MRR, as defined by region [1]		
Training commitment	Two sales and two technical accreditations	Four sales and four technical accreditations [2]	Six sales and six technical accreditations [2]

Partner Commitment	Ready	Advanced	Premier
Marketing commitment	None	Two Red Hat marketing events per year [2]	Four Red Hat marketing events per year [2]

1. Each region has specific MRR requirements for each tier. MRR commitments may be defined in an approved business plan.
2. Or as defined in an approved business plan.

4. CCSP Program Requirements

All partners participating in the CCSP program must comply at all times with the requirements outlined in this guide and the agreement. This Guide is a legally binding document, as referenced in the CCSP Addendum that all partners must execute with Red Hat.

4.1. General Program Requirements

In order to participate and maintain good standing as a Red Hat Certified Cloud and Service Provider, partners must:

- Complete the CCSP program application and agree to the terms of the CCSP partner agreement. The partner must have a current CCSP partner agreement throughout their relationship with Red Hat.
- Adhere to the CCSP technical and operational requirements described in the *Red Hat Certified Cloud Provider Technical and Operational Requirements Guide*, which can be found in the Red Hat Connect for Business Partners portal.
- Maintain a minimum number of trained technical personnel described in the *Red Hat Certified Cloud Provider Technical and Operational Requirements Guide*. The Technical and Operational Guide is a legally binding document, as referenced in the CCSP Addendum.
- For the Partner Diagnostic support model, the partner must train and maintain a minimum number of pre-sales and sales personnel so that they are familiar with the Red Hat products that the partner offers for resale on its service. The partner's trained staff must keep current on Red Hat products in the CCSP program and work with Red Hat sales teams on proper positioning of Red Hat products to its customers.

> ℹ️ In addition to the general CCSP program requirements outlined here, CCSP product offerings may have additional business requirements. In those cases, the additional requirements will be outlined in the Offering Details and Business Requirements section below.

4.2. Application Process

The Red Hat Partner Connect website has more details about the CCSP program. To enroll in the program click "Apply" and select the partner type "Service/Cloud Provider" to begin the enrollment process. A Red Hat representative will follow up promptly to complete the process.

4.3. Partner Obligations

One of the primary goals of the CCSP program is to maintain a consistent level of service to customers that use Red Hat products in their data center and that want to use them on a cloud or managed service.

A CCSP partner must:

- Offer a highly available and scalable infrastructure for hosting Red Hat-certified images and an update infrastructure to ensure Red Hat image accessibility, persistence, and security.
- Run on a Red Hat-certified hypervisor and on Red Hat-certified hardware for solutions that require Red Hat Enterprise Linux and other Red Hat products. See the Ecosystem page on the Customer Portal to learn more about the Red Hat ecosystem and certification programs.
- Implement a metering, billing, and reporting system to account for the use of Red Hat offerings in a consistent

manner and to report on a monthly basis, in arrears, end customer and partner consumption.

- Require that each end customer agree to the Red Hat subscription terms.
- Meet training and support criteria to offer enterprise-level customer service-level agreements (SLAs), as outlined in the *Technical and Operational Requirements Guide* and the CCSP program appendix agreement document.

4.4. Revenue Unit Matching and Consistency

The CCSP partner must offer its end customers Red Hat subscriptions in time increments that match the Red Hat subscriptions that the CCSP partner purchases from Red Hat. For example, Red Hat Enterprise Linux sold hourly to the CCSP partner can only be offered to end customers on an hourly basis.

Subdivision of a subscription or revenue unit is not permitted. For example, a partner may not purchase a yearly or monthly Red Hat Enterprise Linux SKU and resell it as individual hours to end customers.

Aggregation of single revenue units by the partner is permitted. For example, the CCSP may resell 730 hours of Red Hat Enterprise Linux as a monthly offering to the end customer; however, the CCSP partner is responsible for reporting to Red Hat the resale of 730 individual Red Hat Enterprise Linux hourly subscriptions.

4.5. Support and Software Maintenance

The CCSP partner delivers the software, updates, and all technical support directly to its customers. If Red Hat receives support requests from an end customer, Red Hat directs them back to the CCSP partner. It is important to note that the CCSP partner is responsible for resolving such issues and interfacing directly with Red Hat Global Support Services (offered 24x7). A CCSP partner's failure to perform these support obligations under the CCSP program constitutes a material breach of the agreement.

4.6. End Customer Agreements

Use of the software and subscriptions is subject to the applicable Red Hat subscription terms and conditions. Prior to providing an end customer with access to the software subscriptions, the CCSP partner must require each end customer to sign or otherwise assent (in a manner acceptable to Red Hat) to the cloud services subscription agreement as a condition to providing end customers with access to the Red Hat products.

4.7. Certification Requirements

End customers of a CCSP partner's service rely on the assurance they can run their services and applications on Red Hat products and receive the same support and compatibility as they would on a physical or virtual machine in their own data center. As a result, the CCSP must use Red Hat's certification process as a condition of joining the program and must maintain staffing certifications commensurate with the requirements for offering services to end customers. Review the specific certification requirements set forth in the *Red Hat Certified Cloud and Service Provider Technical and Operations Guide*, downloadable on the Red Hat Connect for Business Partner portal. Please ensure that your certified staff use your corporate email ids for their Red Hat Certifications and that each member is added to your account for proper identification.

4.8. Red Hat Professional Services

CCSP partners may choose to purchase a professional services engagement for the implementation of the Red Hat Update Infrastructure (RHUI) that is described in this guide and in the *Red Hat CCSP Technical and Operational Requirements Guide*. During this engagement, Red Hat Global Professional Services (GPS) consultants will work with the partner to:

- Install and configure RHUI
- Explain how to certify an image
- Explain how to comply with all certification requirements

Additional professional services may be purchased prior to implementing specific products, such as Red Hat OpenStack Platform, Red Hat OpenShift Container Platform, Red Hat JBoss Middleware, or Red Hat Ceph Storage.

4.9. Resellers and White Labeling

4.9.1. Reselling

If a CCSP partner sells the software subscriptions to end customers through a reseller (an independent party), the CCSP partner must continue to comply with the terms and conditions of the CCSP agreement, will remain the sole point of contact with Red Hat, and must contract with any reseller on terms that are consistent to those contained in the CCSP agreement.

The CCSP partner shall be responsible to Red Hat for a resellers service, to resell CCSP infrastructure software subscriptions, or to resell any Red Hat products or services other than as permitted under the CCSP agreement.

4.9.2. White Labeling

Red Hat considers a white-label provider of a CCSP partner an independent third party that represents Red Hat offerings on a cloud or service offering that is not their own. As such, a white-label provider must meet the same business, operational, and technical requirements as the CCSP partner but will interact with the CCSP directly (not Red Hat). In exchange, the white-label provider will be able to resell Red Hat technologies on their service. All branding of Red Hat offerings must remain trademarked as Red Hat property, and the same reporting requirements that apply to the CCSP partner also apply to white-label providers.

A third party is a white-label provider of a CCSP partner if all of the conditions below are met.

- It offers CCSP subscriptions to its end customers but does not own, rent, or maintain the physical infrastructure (servers) on which the CCSP subscriptions are hosted or resold, whether physical or virtual.
- It maintains the financial relationship with the end customer.
- It maintains a service relationship with the end customer and offers identical SLAs to all customers.

A white-label provider of a CCSP must:

- Comply with the terms of the agreement, including, but not limited to, terms for unit revenue matching.
- Report all Red Hat product consumption to the CCSP partner (as defined in the agreement), including end customer data. The CCSP partner is responsible for reporting to and paying Red Hat (or distributor, if

applicable) for all CCSP consumption. No billing process or relationship will exist between the white-label provider and Red Hat (or the distributor).

- Escalate all service issues regarding Red Hat products to the Red Hat CCSP partner. The CCSP partner will be responsible for escalating any service issues to Red Hat. Red Hat will not provide support directly to the white-label provider.

White-label providers are not considered a CCSP partner and may not represent themselves as such. However, white-label providers have the right, through the CCSP partner, to represent and resell Red Hat subscriptions as set forth above. White-label providers must adhere to all Red Hat branding and copyright guidelines and are not authorized to use any Red Hat logos or trademarks.

4.10. Use of Third-Party CCSP Infrastructure

As a CCSP partner, you may leverage another CCSP partner's underlying hosting or cloud infrastructure, provided that you remain responsible for satisfying all requirements under the CCSP program as if the infrastructure were your own. This includes all reporting as contractually obligated in your CCSP agreement. If you are offering a managed service, you are obligated to report usage of all Red Hat products, whether using them on your own infrastructure or another CCSP partner. If you are using Red Hat products on a CCSP partner's multi-tenant cloud, there is no need for you to report usage, providing that the multi-tenant CCSP will report the usage in their monthly reports.

You may only use the third-party infrastructure of an existing Red Hat CCSP partner in good standing. If the third-party CCSP partner ceases to remain in the CCSP program or becomes non-compliant with the CCSP program requirements, then you will need to use another CCSP infrastructure that is in good standing. Use of a third-party infrastructure that is not a CCSP partner is not permitted.

4.11. Getting Started Checklist

Here is your roadmap to getting started with the Red Hat CCSP Program, designed to guide you through the steps to become a highly successful Red Hat partner.

Phase	Task
Onboarding	- Create a Customer Portal user account - Apply to become a CCSP (partner.redhat.com) - Sign the CCSP agreement - Send the CCSP info request form to your Red Hat account representative or your distributor - Download this Getting Started Checklist - If necessary, arrange a call with a CCSP account manager and CCSP Solution Architect to discuss your requirements

Phase	Task
Documentation Review	• Red Hat CCSP Program Guide • Red Hat CCSP SKU Guide • Red Hat CCSP Technical and Operational Guide (TOR) • Reporting Template contained in the TOR • Red Hat CCSP Price List (access via the Red Hat Partner Portal directly, or through your distributor

Technical Preparation and Validation	• Request a CCSP Technical Requirements Presentation and discussion with your Solution Architect.
	• Select your update system: RHUI and/or Satellite (could be both, depending on your own services and offerings.
	   ◦ Ask Red Hat for help implementing your update system.
	   ◦ RHUI Documentation
	   ◦ Satellite Documentation
	• Do you need to certify Red Hat Enterprise Linux images?
	   ◦ Certification Workflow

Build and Test	• Build your Red Hat powered Cloud. Coordinate with your Solution Architect, for architecture, training, and consulting. • Add Red Hat offerings to your billing system for royalty reporting.
Training your Team	• Download: How to register for Red Hat Partner Training Portal training • Visit the Red Hat Partner Training Portal at partner.redhat.com for Red Hat Sales, Technical Sales and Implementation training. • Update Engineer training records and validate the minimum requirement if reporting DIAGNOSTIC support offerings. • Complete the Sales and Technical Accreditation Paths.
Reporting	• Generate and send your first Royalty Report.
Developing Awareness	• Publish and adjust your Partner Locator Profile in Partner Connect. • Use Red Hat branding to augment your offerings in your catalog and on your website.

5. CCSP Product Offerings

A wide variety of Red Hat products are available to CCSP partners at discounted pricing. CCSP partners can use these products in different ways, including reselling Red Hat products to their end customers, creating new cloud services and offerings for end customers, and running and managing their own infrastructures and applications.

Red Hat products are included in the CCSP program based upon a number of factors, including:

- Partner and end customer demand
- Applicable use case(s) in a cloud or hosted environment
- Red Hat and CCSP partner's ability to provide the required level of support

Typical CCSP use cases for Red Hat products include:

- Running and managing partner infrastructures
- Providing RHEL on-demand offerings to end customers through a cloud marketplace
- Building and managing public and private cloud infrastructures for end customers
- Cloud-native application platforms for modern application development, PaaS, and DevOps
- Cloud management and automation
- Scale-out cloud storage infrastructures

5.1. Offering Catalog

The following table summarizes the Red Hat product offerings, organized by category, that are currently available in the CCSP program.

Category	Product
Managed Services	Red Hat OpenShift for Advanced and Premier Cloud Providers
Infrastructure	Red Hat Enterprise Linux Server
	Red Hat Enterprise Linux Add-Ons
	Red Hat Enterprise Linux for Power
	Red Hat Enterprise Linux for ARM
	Red Hat Enterprise Linux Extended Life Cycle Support for IBM Z and LinuxOne
	Red Hat Enterprise Linux for IBM Z and LinuxOne with Comprehensive Add-Ons
	Red Hat OpenStack Platform
	Red Hat OpenStack Platform Extended Life Cycle Support Add-On
	Red Hat Virtualization

Category	Product
Red Hat Virtualization for Power	**Cloud-native Application Platforms, Application Development, and Middleware**
Red Hat OpenShift Container Platform	
Red Hat OpenShift Container Platform Bare Metal Node	
Red Hat OpenShift Container Platform for Power	
Red Hat OpenShift Container Platform Bundles	
Red Hat OpenShift Platform Plus	
Red Hat Quay	
Red Hat Middleware	
Red Hat Middleware Bundles	
Red Hat Middleware Extended Life Cycle Support Add-On	
Red Hat 3scale API Management	

Category	Product
Red Hat build of OpenJDK	**Management and Automation**
Red Hat Advanced Cluster Management for Kubernetes	
Red Hat Advanced Cluster Security for Kubernetes	
Red Hat Ansible Automation Platform	
Red Hat Smart Management	**Cloud Storage**
Red Hat Ceph Storage	
Red Hat OpenShift Data Foundation	
Red Hat OpenShift Data Foundation Add-On for External Storage	

Category	Product
Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced	**SAP**
Red Hat Enterprise Linux for SAP Applications	
Red Hat Enterprise Linux for SAP Applications for Power	
Red Hat Enterprise Linux for SAP with HA & Update Services	

Table 1. CCSP Product Offering Catalog

Please refer to the Offering Details and Business Requirements section below for more details and business requirements for these CCSP offerings.

6. Offering Details and Business Requirements

The following pages contain details about the Red Hat offerings available in the Red Hat Certified Cloud and Service Provider program, organized by category, along with important business requirements that CCSP partners need to understand.

6.1. Managed Services

6.1.1. Red Hat OpenShift for Advanced and Premier Cloud Providers

6.1.1.1. Business Requirements

Partner Eligibility

The Red Hat OpenShift for Advanced and Premier Cloud Providers managed service offering is only available to CCSP partners who are:

- In good standing with Red Hat in compliance with all CCSP program policies and terms.
- Premier or Advanced Level Partner.
- Currently offering an OpenShift service as a Diagnostic Support partner.

Ramp Up Period

Partners who qualify for this offering will be given a period of **3 months** to achieve all technical, operational and business requirements. After this ramp up period, partners not meeting all requirements will be required to revert to the standard Red Hat OpenShift Container Platform offering and associated pricing.

Interested partners should contact their Red Hat partner manager with any questions about how to prepare for and qualify for the Red Hat OpenShift for Advanced and Premier Cloud Providers managed service offering.

Pricing

The Red Hat OpenShift for Advanced and Premier Cloud Providers pricing structure consists of a **Cluster Fee** and a **Worker Fee**

- Cluster Fee is for the OpenShift control plane (master nodes). This fee covers a single cluster control plane with any number of master nodes.
- Worker Fee is for each OpenShift worker node hosting the end customer's workloads. This fee applies to each worker node in a cluster.
- Partners will report both Cluster and Worker Fee SKU usage for each of their dedicated end customers. Partners are not allowed to use a single control plane to host multiple end customer workloads.
- There are no specific limits on the cluster size or number of worker nodes for CCSP partners. It's recommended that partners follow the sizing guidelines for Red Hat OpenShift Container Platform.

Branding

Partners who qualify for this offering may create their own unique brand for their managed service, as long as the partner adheres to the Red Hat trademark guidelines.

Please refer to the **CCSP Technical and Operations Guide** for additional technical requirements.

6.1.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Cluster or Worker Node	Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 2. Red Hat OpenShift for Advanced and Premier Cloud Providers Offering Summary

6.2. Infrastructure Products

6.2.1. Red Hat Enterprise Linux

6.2.1.1. Overview

Red Hat Enterprise Linux is the world's leading open source operating system and provides a feature-rich, secure, high-performance platform with an extensive certification ecosystem. Deploy Red Hat Enterprise Linux in physical and virtual environments, in public, private, and hybrid clouds — in all enterprise computing environments.

- Delivers high performance, reliability, and security
- Is certified by the leading hardware and software vendors
- Scales from workstations, to servers, to mainframes
- Provides a consistent application environment across physical, virtual, and cloud deployments

6.2.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Physical or Virtual Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		
Multi-Tenant	Hourly	Virtual Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 3. Red Hat Enterprise Linux Offering Summary

6.2.2. Red Hat Enterprise Linux Add-Ons

6.2.2.1. Overview

Red Hat offers a variety of optional Red Hat Enterprise Linux Add-Ons that enhance and extend the features of Red Hat Enterprise Linux.

The following Red Hat Enterprise Linux Add-Ons are available in CCSP:

- High-Availability Add-On
- Resilient Storage Add-On
- Extended Life Cycle Support Add-On

6.2.2.2. Offering Summary

Red Hat Enterprise Linux Add-Ons have identical offering rules with the following exception:

- 3 Year pricing terms are not available for the RHEL ELS Add-on

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Physical or Virtual Node	Layered
	Monthly		
	Yearly		
	3-Year		
Multi-Tenant	Hourly	Virtual Node	Layered
	Monthly		
	Yearly		
	3-Year		

Table 4. Red Hat Enterprise Linux Add-Ons Offering Summary

6.2.3. Red Hat Enterprise Linux for Power

6.2.3.1. Overview

Red Hat Enterprise Linux for Power pairs enterprise linux features with IBM Power Systems advanced architecture. Together, these technologies enable CCSP partners to create high-performance, scalable infrastructures ideal for a number of customer use cases including:

- Standardization through migration from other Linux distros on Power Systems to RHEL
- Modernization from AIX on Power Systems to RHEL
- Flexibility to run both AIX and RHEL on the same Power Systems hardware
- Expanded library of customer applications from the Linux ecosystem

6.2.3.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Physical or Virtual Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		
Multi-tenant	Hourly	Core Band	Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 5. Red Hat Enterprise Linux for Power Offering Summary

6.2.4. Red Hat Enterprise Linux for ARM

6.2.4.1. Overview

Red Hat Enterprise Linux for ARM is the world's leading open source operating system and provides a feature-rich, secure, high-performance platform with an extensive certification ecosystem. Red Hat Enterprise Linux for ARM pairs enterprise Linux features with the ARM architecture.

Together, these technologies enable CCSP partners to create high-performance, scalable infrastructures ideal for a number of customer use cases:

- Delivers high performance, reliability, and security
- Is certified by the leading hardware and software vendors
- Scales from workstations, to servers, to mainframes
- Provides a consistent application environment across physical, virtual, and cloud deployments

6.2.4.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Physical or Virtual Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		
Multi-Tenant	Hourly	Virtual Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 6. Red Hat Enterprise Linux for ARM Offering Summary

6.2.5. Red Hat Enterprise Linux Extended Life Cycle Support for IBM Z and LinuxOne

6.2.5.1. Overview

The Red Hat Enterprise Linux Extended Life Cycle Support for IBM Z and LinuxOne is an offering that provides extended support once a product is retired and has entered the Extended Life Phase allowing customers to continue to receive critical impact security fixes and selected urgent priority bug fixes on a specific major version of Red Hat Enterprise Linux from the end of its regular life cycle for an extended, defined period of time. ELS is only applicable to the last minor release of the given major release.

More information about the Red Hat Enterprise Linux life cycle & update policies can be found on the Red Hat customer portal: https://access.redhat.com/support/policy/updates/errata

6.2.5.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	IFL	Layered
	Yearly		

Table 7. Red Hat Enterprise Linux Extended Life Cycle Support for IBM Z and LinuxOne Offering Summary

6.2.6. Red Hat Enterprise Linux for IBM Z and LinuxOne with Comprehensive Add-Ons

6.2.6.1. Overview

IBM Z is the enterprise platform for mission-critical applications that brings next-level data privacy, security, and resiliency to hybrid and multi-cloud infrastructures.

The Linux operating system benefits from the IBM mainframe's capabilities and strengths. Running Linux on IBM z15 and LinuxONE III hardware platforms provides enterprise ready data privacy, security, and cyber resiliency capabilities.

All Red Hat Enterprise Linux for IBM Z and LinuxOne with Comprehensive Add-Ons SKUs include the following software:

- RHEL for IBM Z
- RHEL Extended Update Support Add-on
- RHEL High Availability Add-on

6.2.6.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	IFL	Full & Diagnostic
	Yearly		
	3-Year		

Table 8. Red Hat Enterprise Linux for IBM Z and LinuxOne with Comprehensive Add-Ons Offering Summary

6.2.7. Red Hat OpenStack Platform

6.2.7.1. Overview

Red Hat OpenStack Platform provides the foundation to build a private or public cloud on top of Red Hat Enterprise Linux. It offers a massively scalable, fault-tolerant platform CCSP partners can use for a variety of use cases including IaaS for end-customers. With Red Hat OpenStack Platform, CCSP partners can create robust and secure OpenStack infrastructures that combine virtualization with software defined networking & storage with integrations to your existing hardware when necessary.

Red Hat OpenStack Platform is available only with the Diagnostic support model.

Some of the advantages of Red Hat OpenStack Platform include:

- Quickly create public, private or hybrid clouds that can be scaled up or down based on your requirements.
- Deploy cloud-enabled workloads based on end-customer needs.
- Addresses customer demands in hours or minutes instead of weeks or days, without sacrificing security, performance, or budget.
- Keeps your cloud environments stable and agile using included hybrid cloud management, monitoring, and reporting.

6.2.7.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Socket-pair	Diagnostic
	Yearly		
	3-Year		
Multi-tenant	Hourly	Socket	Diagnostic
	Monthly		

Table 9. Red Hat OpenStack Platform Offering Summary

6.2.8. Red Hat OpenStack Platform Extended Life Cycle Support Add-On

6.2.8.1. Overview

The Red Hat OpenStack Platform Extended Life Cycle Support Add-On allows customers to continue receiving critical-impact security fixes and selected urgent-priority bug fixes for Red Hat OpenStack Platform beyond retirement. Customers can confidently stay on retired versions of Red Hat OpenStack Platform for an additional two years and still receive updates. During that time, they can continue to use their legacy hardware and software, allowing them more time to upgrade their infrastructure to a newer version.

More information about the Red Hat OpenStack Platform life cycle & update policies can be found on the Red Hat customer portal: https://access.redhat.com/support/policy/updates/openstack/platform

6.2.8.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Socket-pair	Layered
	Yearly		
Multi-tenant	Hourly	Socket	Layered
	Monthly		

Table 10. Red Hat OpenStack Platform Enterprise Life Cycle Support Add-On Offering Summary

6.2.9. Red Hat Virtualization

6.2.9.1. Overview

Red Hat Virtualization is a complete virtualization solution with leading performance, security, and manageability features. Derived from the Red Hat Enterprise Linux kernel, Kernel-based Virtual Machine (KVM) technology, and oVirt virtualization management projects, Red Hat Virtualization offers a fully open source solution to CCSP partners.

6.2.9.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Socket-pair	Full & Diagnostic
	Yearly		
	3-Year		
Multi-tenant	Monthly	Socket	Full

Table 11. Red Hat Virtualization Offering Summary

6.2.10. Red Hat Virtualization for Power

6.2.10.1. Overview

Red Hat Virtualization for Power combines open source KVM hypervisor technology and a centralized management console with the advanced IBM Power Systems hardware that allows for managing virtualized Linux servers on IBM Power Systems from a single pane of glass.

- x86 Linux workload migration & consolidation using RHV on Power Systems hardware
- Unix to Linux server modernization
- Centralized management of RHV x86 and RHV for Power with Red Hat Virtualization Manager (running on x86 hardware)
- Tier 2 support for non-RHEL Linux guests

6.2.10.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Socket-pair	Full & Diagnostic
	Yearly		
	3-Year		

Table 12. Red Hat Virtualization for Power Offering Summary

6.3. Cloud-native Application Platforms, Application Development, and Middleware

6.3.1. Red Hat OpenShift Container Platform

6.3.1.1. Overview

Red Hat OpenShift Container Platform is a container application platform that brings Docker and Kubernetes to the enterprise. Regardless of the applications architecture, OpenShift enables developers to quickly build, develop, and deploy applications in a cloud environment, public or private, with built-in features for operations that allow for efficient management and control of the OpenShift environment.

CCSP partners can offer dedicated Red Hat OpenShift Container Platform environments to customers who need maximum flexibility and control, and multi-tenant Red Hat OpenShift Container Platform environments for customers who want quick access to the platform for building and running containerized applications without having to worry about the underlying infrastructure.

6.3.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Virtual Guest	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 13. Red Hat OpenShift Container Platform Offering Summary

6.3.2. Red Hat OpenShift Container Platform Bare Metal Node

6.3.2.1. Overview

Red Hat OpenShift Container Platform Bare Metal Node is designed to address growing demand from customers and partners to run containers on bare metal hardware, as well as interest in a virtualization platform based on OpenShift.

Advantages of running Red Hat OpenShift Container Platform on bare metal include elimination of the performance and cost overhead of using a virtualization platform beneath Kubernetes clusters, ability to have a single platform to host both containers and virtual machines. The latter led to the development of OpenShift Virtualization which is now shipped with all of Red Hat's OpenShift offerings.

6.3.2.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Physical Node	Full & Diagnostic
	Yearly		
	3-Year		

Table 14. Red Hat OpenShift Container Platform Bare Metal Node Offering Summary

6.3.2.3. Business Requirements

Partner Eligibility

Red Hat OpenShift Container Platform Bare Metal Node is available to all CCSP partners.

Pricing Red Hat OpenShift Container Platform Bare Metal Node is available with node-based (bare metal) pricing. The node-based SKUs are priced per physical (1-2 sockets up to 64 cores) OpenShift worker node. Entitlements for all of the OpenShift infrastructure/control nodes is included.

Please refer to the **CCSP Technical and Operations Guide** for additional technical requirements.

6.3.3. Red Hat OpenShift Container Platform for Power

6.3.3.1. Overview

Red Hat OpenShift Container Platform for Power provides a secure, enterprise-grade container platform for IBM Power Systems servers. It brings together industry-leading Red Hat OpenShift Container Platform with container orchestration from Kubernetes, advanced application build and delivery automation, and Red Hat Enterprise Linux certified containers for IBM Power Systems.

Key features include:

- Self-service environment for application and development teams.
- Pluggable architecture that supports a choice of container runtimes, networking, storage, Continuous Integration/Continuous Deployment (CI-CD), and more.
- Ability to automate routine tasks for application teams.

6.3.3.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Monthly	Virtual Guest	Full & Diagnostic
	Yearly		
	3-Year		

Table 15. Red Hat OpenShift Container Platform for Power Offering Summary

6.3.4. Red Hat OpenShift Container Platform Bundles

6.3.4.1. Overview

The Red Hat OpenShift Container Platform Bundles provide a complete solution for building, deploying, and running cloud-native and containerized applications in a single SKU.

The Red Hat OpenShift Container Platform Bundles come in the following forms:

1. Red Hat OpenShift Container Platform with Middleware (Runtimes, Integration, Process Automation, Middleware Portfolio)

6.3.4.2. Offering Summary

All Red Hat OpenShift Container Platform Bundles have identical offering rules summarized in the table below.

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band & vCPU	Full
	Monthly		
	Yearly		
	3-Year		

Table 16. Red Hat OpenShift Container Platform Bundles Offering Summary

6.3.5. Red Hat OpenShift Platform Plus

6.3.5.1. Overview

Red Hat OpenShift Platform Plus provides a single hybrid cloud platform for enterprises to build, deploy, run, manage, automate, and secure intelligent applications at scale. Building on Red Hat OpenShift Container Platform, a solution trusted by global, industry-leading companies, it delivers an enterprise Kubernetes system for migrating existing workloads to the cloud or building new, digital user experiences.

OpenShift Platform Plus includes:

- Red Hat OpenShift Container Platform, a complete set of services that helps developers code applications with speed while providing flexibility and efficiency for IT operations teams.
- Red Hat Advanced Cluster Security for Kubernetes, a solution that provides Kubernetes-native security to enhance infrastructure and workload security through the entire application lifecycle.
- Red Hat Advanced Cluster Management for Kubernetes for extended visibility of your entire Kubernetes domain with built-in governance and application life-cycle management capabilities.
- Red Hat Quay, an open source registry platform for managing content across global datacenter and cloud environments, focusing on cloud-native and DevSecOps development models and environments.

6.3.5.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Hourly	Virtual Guest	Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 17. Red Hat OpenShift for Advanced and Premier Cloud Providers Offering Summary

6.3.6. Red Hat Quay

6.3.6.1. Overview

Red Hat Quay is an industry-leading, trusted, and open source registry platform for efficiently managing content across global datacenters. It focuses on cloud-native and DevSecOps development models and environments with built-in vulnerability scanning, notification, and integration features that support enterprise security and governance use cases across the entire software development life cycle.

With long-term expertise from running Quay at scale and through deep collaboration with the Quay Project, Red Hat is able to continually ship innovative features targeting enterprise customers.

Highlights:

- Supports large-scale federated organizations with Geo-replication, repository mirroring, and disconnected clusters.
- Built-in multi-tenancy that allows granular permissions at org, team, and user levels.
- Works with any tool that follows the Open Container Initiative (OCI) standards.
- Integration and automation capabilities can be easily integrated into build pipelines and surrounding tools.
- Fast and efficient container image vulnerability scanning.
- Delivered

Typical Use Cases:

- OpenShift customers who need more advanced enterprise registry capabilities.
- Large-scale and distributed environments (thousands of users and images).
- Shared registry for multiple OpenShift or Kubernetes clusters (content ingress).
- Customers who need governance for container images (scanning, signing).
- Customers with high image maintenance and automation requirements.
- Customers with large number of builds and high requirements on image delivery throughput.

Included Components:

Container Images

- Quay Server
- Clair Scanner
- Quay Builder

Operators

- Quay Operator
- Container Security Operator
- Quay Bridge Operator

6.3.6.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Deployment	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 18. Red Hat Quay Offering Summary

6.3.7. Red Hat Middleware

6.3.7.1. Overview

Red Hat Middleware is a family of lightweight, cloud-friendly, enterprise-grade products that help organizations evolve their middleware infrastructure by providing the tools needed to rapidly build connected systems that bring people, processes, and information together. Red Hat Middleware provides cloud-native services, from developer tools to data management, so companies can develop applications faster, smarter, and more flexibly.

The Red Hat Middleware product family includes:

- **Red Hat JBoss Enterprise Application Platform** is a middleware platform built on open standards and compliant with the Java Enterprise Edition 7 specification.
- **Red Hat JBoss Web Server** is a single solution for large-scale websites and lightweight Java web apps that includes certified versions of Apache Web Server, Apache Tomcat, and common connectors used in between.
- **Red Hat Fuse** is a distributed, cloud-native integration platform that enables integration experts, application developers, and business users to collaborate and independently develop connected solutions.
- **Red Hat Data Grid** is an in-memory, distributed, NoSQL datastore solution for applications that need to access, process, and analyze data at in-memory speed to deliver faster decision making, greater productivity, and a superior user experience.
- **Red Hat AMQ** is a flexible, high-performance messaging platform, based on the Apache ActiveMQ open source project, that delivers information reliably, enabling real-time integration across a wide range of clients.
- **Red Hat Decision Manager** is a comprehensive business automation platform for business rules management, business resource optimization, and complex event processing (CEP).
- **Red Hat Process Automation Manager** is a platform for developing applications that automate business decisions and processes. It includes Business Process Management (BPM), Business Rules Management (BRM), and Complex Event Processing (CEP) technologies.
- **Red Hat 3scale API Management** makes it easy to Manage, share, secure, distribute, control, and monetize APIs on an infrastructure platform built for performance, control, and future growth.

6.3.7.2. Offering Summary

All Red Hat Middleware have identical offering rules summarized in the table below.

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band & vCPU	Full
	Monthly		
	Yearly		
	3-Year		

Table 19. Red Hat Middleware Offering Summary

6.3.8. Red Hat Application Foundations

6.3.8.1. Overview

The Red Hat Application Foundations is a set of comprehensive capabilities which complement Red Hat OpenShift for developing, deploying, and scaling applications in hybrid cloud and cloud-native environments. With Red Hat Application Foundations, developers, architects, and IT leaders have the frameworks, tools, and solutions required to build and extend applications so they can cost-effectively accelerate development, implementation, and operation of business applications at scale to reduce complexity and innovate faster.

What's included in Red Hat Application Foundations?

- **Red Hat Runtimes**
- **Red Hat 3scale API Management**
- **Red Hat AMQ**
- **Camel K**
- **Camel extensions for Quarkus**
- **ServiceRegistry**
- **Debezium**

With Red Hat Application Foundations, teams can:

- Accelerate innovation – Speed the delivery of new applications to improve customer experiences, internal processes, or drive competitive differentiation. Red Hat Application Foundations offers tools that provide cloud-first approaches to architectures and integrations that give application development teams the ability to focus on innovation.
- Design for cloud optimization – Resolve the complexities associated with connecting new applications to each other and to existing applications using open cloud-native approaches. Application development teams have a consistent development and management experience that empowers highly scalable API and Event Driven architectures.
- Adapt to changing requirements – Help application development teams become valued to line of business objectives who help drive organizational goals and success through software. When the demands or requirements for applications shift, Red Hat can help developers accelerate time to market and manage data security with a comprehensive set of tools within Red Hat Application Foundations.

This per-core, full support offer is in alignment with the Red Hat OpenShift Platform offer and it is available in two formats:

- 2-core for annual and 3-year SKUs
- 1-core for hourly and monthly SKUs

6.3.8.2. Offering Summary

The offering rules are summarized in the table below.

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band & vCPU	Full
	Monthly		
	Yearly		
	3-Year		

Table 20. Red Hat Application Foundations Offering Summary

6.3.9. Red Hat Middleware Extended Life Cycle Support Add-Ons

6.3.9.1. Overview

The Red Hat Middleware Extended Life Cycle Support Add-Ons allow customers to continue receiving critical-impact security fixes and selected urgent-priority bug fixes for Red Hat Middleware products beyond retirement. Customers can confidently stay on retired versions of Red Hat Middleware products for an additional two years and still receive updates. During that time, they can continue to use their legacy hardware and software, allowing them more time to upgrade their infrastructure to a newer version.

The Red Hat Middleware Extended Life Cycle Support Add-Ons family includes:

- **Red Hat JBoss Enterprise Application Platform Extended Life Cycle Support Add-On**
- **Red Hat JBoss Web Server Extended Life Cycle Support Add-On**
- **Red Hat Fuse Extended Life Cycle Support Add-On**
- **Red Hat Data Grid Extended Life Cycle Support Add-On**
- **Red Hat AMQ Extended Life Cycle Support Add-On**
- **Red Hat Decision Manager Extended Life Cycle Support Add-On**
- **Red Hat Process Automation Manager Extended Life Cycle Support Add-On**

More information about the Red Hat Middleware product life cycle & update policies can be found on the Red Hat customer portal: https://access.redhat.com/support/policy/updates/jboss_notes

6.3.9.2. Offering Summary

All Red Hat Middleware Extended Life Cycle Support Add-Ons have identical offering rules summarized in the table below.

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band & vCPU	Layered
	Monthly		
	Yearly		
	3-Year		

Table 21. Red Hat Middleware Extended Life Cycle Support Add-Ons Offering Summary

6.3.10. Red Hat Middleware Bundles

6.3.10.1. Overview

The Red Hat Middleware Bundles are designed to provide more deployment flexibility by delivering integrated sets of products and components along with a simplified SKU and pricing structure.

Red Hat Runtimes

A set of products, tools, and components to develop and maintain cloud-native applications. It offers lightweight runtimes and frameworks for highly distributed cloud architectures, such as microservices, with distributed, in-memory caching for fast data access, single sign-on for authentication and authorization, and messaging for reliable data transfer between existing and new applications.

Includes:

- Red Hat JBoss Enterprise Application Platform
- Red Hat Data Grid
- A set of cloud-native runtimes: Spring Boot, Node.js, MicroProfile (Thorntail), Vert.x, and Quarkus
- OpenJDK, a Red Hat-supported runtime for Java™
- Red Hat AMQ broker for messaging
- Red Hat Application Migration Toolkit
- Missions (launcher service)
- Single sign-on (SSO) authentication for authorization and monitoring

Red Hat Integration

A set of agile, flexible integration and messaging products that provide API connectivity, data transformation, service composition and orchestration, real-time messaging, cross-datacenter message streaming, and API management to connect apps across hybrid architectures and enable API-centric business services.

Includes:

- Everything included with Red Hat Runtimes
- Red Hat Fuse
- Red Hat Fuse Online
- Red Hat 3scale API Management
- Red Hat AMQ (broker, interconnect, and streaming) for messaging and data streaming
- Red Hat AMQ Online

Red Hat Automation

A product group for automating business decisions and processes by enabling close collaboration between IT and business teams to capture and enforce business policies and procedures, automate business operations, and measure results of business activities across physical, virtual, mobile, and cloud environments.

Includes:

- Everything included with Red Hat Runtimes
- Red Hat Process Automation Manager
- Red Hat Decision Manager

Red Hat Middleware Portfolio

Red Hat's full Middleware portfolio that includes all of the individual products included in the three bundles listed above.

6.3.10.2. Offering Summary

All Red Hat Middleware Bundles have identical offering rules summarized in the table below.

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band & vCPU	Full
	Monthly		
	Yearly		
	3-Year		

Table 22. Red Hat Middleware Bundles Offering Summary

6.3.11. Red Hat 3scale API Management

6.3.11.1. Overview

Application programming interfaces (APIs) are key to agile integration and delivering business value in a digital world. Support innovation, enable cross-enterprise agility, and create new products and revenue streams. Red Hat 3scale API Management makes it easy to manage, share, secure, distribute, control, and monetize APIs on an infrastructure platform built for performance, control, and future growth.

Red Hat 3scale API Management is a complete solution built on the award winning Red Hat OpenShift Container Platform that CCSPs can use to create API Management offerings for their customers.

6.3.11.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band or vCPU	Full
	Monthly		
	Yearly		
	3-Year		

Table 23. Red Hat 3scale API Management Offering Summary

6.3.12. Red Hat build of OpenJDK

6.3.12.1. Overview

The Red Hat build of OpenJDK is a free and open source implementation of the Java Platform, Standard Edition (Java SE). In December 2018, Red Hat announced long-term commercial support for OpenJDK on Microsoft Windows.

By adding to its existing support for OpenJDK on Red Hat Enterprise Linux, Red Hat is further enabling organizations to standardize the development and deployment of Java applications throughout the enterprise with a flexible, powerful and open alternative to proprietary Java platforms.

More information about the Red Hat build of OpenJDK can be found here: https://developers.redhat.com/products/openjdk/overview

6.3.12.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band, vCPU, Physical Node	Full
	Monthly		
	Yearly		
	3-Year		

Table 24. Red Hat build of OpenJDK Offering Summary

6.4. Management and Automation

6.4.1. Red Hat Advanced Cluster Management for Kubernetes

6.4.1.1. Overview

Red Hat Advanced Cluster Management for Kubernetes (RHACM) controls clusters and applications from a single console, with built-in security policies, and extends the value of Red Hat OpenShift Container Platform by deploying apps, managing multiple clusters, and enforcing policies across multiple clusters at scale.

- Unified multi-cluster management
- Policy based governance, risk and compliance
- Advanced application lifecycle management
- Multi-cluster observability for health and optimization

6.4.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band or Physical Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 25. Red Hat Advanced Cluster Management for Kubernetes Offering Summary

6.4.2. Red Hat Advanced Cluster Security for Kubernetes

6.4.2.1. Overview

Red Hat Advanced Cluster Security for Kubernetes (RHACS), powered by StackRox technology, protects your vital applications across build, deploy, and runtime. The solution secures the software supply chain and the Kubernetes infrastructure while protecting workloads against misconfiguration and runtime threats. The policy engine includes hundreds of built-in controls to enforce DevOps and security best practices, industry standards such as CIS Benchmarks and National Institute of Standards Technology (NIST) guidelines, configuration management of both containers and Kubernetes, and runtime security.

- Vulnerability Management
- Assesses and delivers dashboard of compliance
- Risk profiling
- Configuration management and policies
- Network Segmentation
- Runtime detection and response

6.4.2.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly	Core Band or Physical Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 26. Red Hat Advanced Cluster Security for Kubernetes Offering Summary

6.4.3. Red Hat Ansible Automation Platform

6.4.3.1. Overview

The Red Hat Ansible Automation Platform is a foundation for building and operating automation at scale. It features all of the tooling needed for building, deploying, and managing end-to-end automation at scale. Ansible Automation Platform makes it possible for users across an organization to share, vet, and manage automation content by means of a simple, powerful, and agentless technical implementation.

Red Hat Ansible Automation Platform includes:

- **Red Hat Insights for Ansible Automation Platform.** - Control, predictive analytics, auditing, and reporting for multiple personas across the IT organization. Continuous actionable insights based on holistic view into the entire automation stack.
- **Automation Controller.** - A new component replacing Ansible Tower, it is the control plane for automation, includes a user interface (UI), RestFul API, role-based access control (RBAC), workflows, and continuous integration/continuous delivery (CI/CD) integrations, helping teams scale.
- **Automation Execution Environments.** - A new component replacing Ansible Engine, it is the execution plane of automation: includes Ansible Core 2.11, Python 3.8, UBI8, and selected Collections, all packaged and deployed as a container.
- **Automation Services Catalog.** - A venue for developers and business users to manage, provision, and retire automation resources. Easier modeling and delivery.
- **Ansible Content Collections.** - 90+ certified content collections comprising more than 40k modules curated for consistent, compliant delivery.
- **Automation Hub.** - Sync certified Ansible content repositories to on-premise private automation hub or download directly from automation hub. Available as both a hosted service and privately on-premise.
- **Ansible Automation Platform Operator .** - Package, deploy, and manage Red Hat Ansible Automation Platform on Red Hat OpenShift.
- **Ansible Content Tools.** - It includes:
  - Automation content navigator (ansible-navigator). A multipurpose command line and textual user interface for operations and developers to run and introspect Ansible content predictably and reliably across user environments. Provides an enhanced and familiar experience for Ansible content creators.
  - Execution environment builder (ansible-builder). A command line tool using podman that builds new or layers on existing automation execution environments.

More details about Red Hat Ansible Automation Platform can be found here: https://www.redhat.com/en/technologies/management/ansible

6.4.3.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Managed Node	Full
	Yearly		
	3-Year		

Table 27. Red Hat Ansible Automation Platform Offering Summary

6.4.4. Red Hat Smart Management for Service Providers

6.4.4.1. Overview

CCSP partners can use Red Hat Smart Management for Service Providers to efficiently deploy, update, monitor, and manage end-customer and their own internal Red Hat systems. Based upon Red Hat Satellite, Red Hat Smart Management for Service Providers helps CCSP partners reduce repetitive and time-consuming tasks while ensuring all of their important Red Hat infrastructure runs efficiently, is compliant, and properly secured.

6.4.4.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Socket-pair	Full
	Yearly		
Multi-tenant	Monthly	System	Full
	Yearly		

Table 28. Red Hat Smart Management for Service Providers Offering Summary

6.5. Cloud Storage

6.5.1. Red Hat Ceph Storage

6.5.1.1. Overview

Red Hat Ceph Storage is an award-winning, software-defined storage solution designed for modern use-cases with the ability to scale flexibly and massively to support multi-petabyte deployments. As a self-healing, self-managing, unified storage platform with no single point of failure, Red Hat Ceph Storage decouples software from hardware to support block, object and file storage on standard servers and disks, significantly lowering the cost of storing enterprise data.

Red Hat Ceph Storage in CCSP provides multiple pricing models for partners and is designed for a variety of use cases including:

- Storage as a Service for all general-purpose Ceph storage workloads
- Object storage-based Backup/Archiving

6.5.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-tenant	Monthly & Yearly	Raw Storage Used & Storage Band	Diagnostic & Full

Table 29. Red Hat Ceph Storage Offering Summary

6.5.2. Red Hat OpenShift Data Foundation

6.5.2.1. Overview

Red Hat OpenShift Data Foundation is a new data services offering that can leverage existing storage (public cloud / on-premise arrays) to provide feature rich capabilities for all data services (resiliency, security, governance) needed by OpenShift applications.

The Red Hat OpenShift Data Foundation offering comes in the following forms:

- **Essentials**

Offering	Features
Red Hat OpenShift Data Foundation Essentials	Block & File
	Object
	Multi Cloud Gateway (MCG)
	Node and Disk resiliency (multi replica)
	Storage Operator based automation
	Dedup (future)
	Compression
	Local Snapshots & Clones
	Basic Cluster wide encryption

Table 30. Red Hat OpenShift Data Foundation Features

6.5.2.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly *	Core Band or Bare Metal Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 31. Red Hat OpenShift Data Foundation Offering Summary

* Hourly SKUs not available for ODF Bare Metal Node.

6.5.2.3. Business Requirements

Partner Eligibility

Red Hat OpenShift Data Foundation is available to all CCSP partners.

Pricing

Red Hat OpenShift Data Foundation is available with core-based and node-based (bare metal) pricing models. The core-based SKUs are priced per virtual (2 cores or 4 vCPUs) OpenShift worker node, and are available in standard 2-core units or discounted 150-core bulk units. The node-based SKUs are priced per physical (1-2 sockets up to 64 cores) OpenShift worker node.

6.5.3. Red Hat OpenShift Data Foundation Add-On for External Storage

6.5.3.1. Overview

This offering is designed for customers and partners with existing Red Hat Ceph Storage clusters.

For those already using Red Hat Ceph Storage, this add-on includes the extra components available in ODF necessary to provide persistent container storage to containers running on OCP. This type of configuration enables both scaling of storage clusters independent from compute resources, and leveraging of existing Ceph clusters to support both OCP and non-OCP workloads.

The Red Hat OpenShift Data Foundation Add-On for External Storage offering comes in two forms:

- **Essentials** - suitable for non-business critical applications.
- **Advanced** - includes features like granular encryption and multi-side data resilience for business critical applications.

Benefits

- Allow Red Hat Ceph Storage to support OpenShift workloads
- Manage storage independent of OpenShift compute environment
- Share a single storage cluster to multiple OpenShift environments or other non-OCP workloads
- Leverage existing storage infrastructure

6.5.3.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly *	Core Band or Bare Metal Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 32. Red Hat OpenShift Data Foundation Add-On for External Storage Offering Summary

* Hourly SKUs not available for ODF Bare Metal Node Add-On.

6.5.3.3. Business Requirements

Partner Eligibility

Red Hat OpenShift Data Foundation Add-On for External Storage is designed for existing Red hat Ceph Storage (RHCS) partners who want to leverage their investment in RHCS to also provide persistent storage to containers running in OpenShift.

Pricing

Red Hat OpenShift Data Foundation Add-On for External Storage is available with core-based and node-based (bare metal) pricing models. The core-based SKUs are priced per virtual (2 cores or 4 vCPUs) OpenShift worker node, and are available in standard 2-core units or discounted 150-core bulk units. The node-based SKUs are priced per physical (2 sockets up to 64 cores) OpenShift worker node.

6.5.4. Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced

6.5.4.1. Overview

Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced is a bundle of Red Hat OpenShift Platform Plus and ODF Advanced, billed by core usage. This will provide partners with a single SKU for a complete multicluster, multi-cloud kubernetes platform.

6.5.4.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated & Multi-Tenant	Hourly *	Core Band or Bare Metal Node	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 33. Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced Offering Summary

6.5.4.3. Business Requirements

Partner Eligibility

Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced is available to all CCSP partners.

Pricing

Red Hat Openshift Platform Plus with Red Hat OpenShift Data Foundation Advanced is available with core-based and node-based (bare metal) pricing models. The core-based SKUs are priced per virtual (2 cores or 4 vCPUs) OpenShift worker node, and are available in standard 2-core units. The node-based SKUs are priced per physical (1-2 sockets) OpenShift worker node.

6.6. SAP

6.6.1. Red Hat Enterprise Linux for SAP Applications

6.6.1.1. Overview

Red Hat Enterprise Linux for SAP Applications is an enterprise-class solution enabling business critical SAP applications to run on Red Hat Enterprise Linux. This solution includes the entire software stack required for optimal operation of SAP applications, and delivers unparalleled performance, reliability, scalability and security for customers on both physical servers as well as virtualized systems.

CCSP partners can use Red Hat Enterprise Linux for SAP Applications to create dedicated and multi-tenant offerings for their end-customers.

Note: Partners looking to run SAP applications on SAP Hana should use Red Hat Enterprise Linux for SAP with HA and Update Services.

6.6.1.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Physical or Virtual Node	Full & Diagnostic
	Yearly		
	3-Year		
Multi-tenant	Hourly	Virtual Node	Diagnostic
	Monthly		
	Yearly		

Table 34. Red Hat Enterprise Linux for SAP Applications Offering Summary

6.6.2. Red Hat Enterprise Linux for SAP Applications for Power

6.6.2.1. Overview

Red Hat Enterprise Linux for SAP Applications for Power is a derivative of Red Hat Enterprise Linux for SAP Applications meant to run on IBM Power Systems hardware.

CCSP partners can use Red Hat Enterprise Linux for SAP Applications for Power to create dedicated offerings for their end-customers.

6.6.2.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Core Band	Full & Diagnostic
	Yearly		
	3-Year		

Table 35. Red Hat Enterprise Linux for SAP Applications for Power Offering Summary

6.6.3. Red Hat Enterprise Linux for SAP with HA & Update Services

6.6.3.1. Overview

Red Hat Enterprise Linux for SAP with HA & Update Services is built on Red Hat Enterprise Linux and combines the reliability, scalability, and performance of RHEL with technologies that meet the specific requirements of SAP applications, including those that run on SAP HANA.

Red Hat Enterprise Linux for SAP with HA & Update Services is a unique offering only available in the CCSP program. Similar to Red Hat's commercial offering - RHEL for SAP Solutions, but designed for CCSP environments, the offering **includes RHEL for SAP Apps, RHEL for SAP HANA, HA, and 4 Year EUS** but does not include Smart Management or Insights.

Highlights:

- **High Availability** to ensure the availability of business critical SAP applications
- **High Performance** to ensure that SAP applications running on Red Hat Enterprise Linux achieve record-breaking performance across hardware platforms
- **Enterprise Stability** by including software update services for up to four years
- **World-class Support** backed by Red Hat and SAP to ensure quick problem resolution

CCSP partners can use Red Hat Enterprise Linux for SAP with HA & Update Services to create dedicated and multi-tenant offerings for their end-customers.

6.6.3.2. Offering Summary

Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Physical or Virtual Node	Full & Diagnostic
	Yearly		
	3-Year		
Multi-tenant	Hourly	Core Band	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 36. Red Hat Enterprise Linux for SAP with HA & Update Services Offering Summary

6.6.4. Red Hat Enterprise Linux for SAP with HA & Update Services for Power

6.6.4.1. Overview

Red Hat Enterprise Linux for SAP with HA & Update Services for Power is a derivative of Red Hat Enterprise Linux for SAP with HA & Update Services meant to run on IBM Power Systems hardware.

CCSP partners can use Red Hat Enterprise Linux for SAP with HA & Update Services for Power to create dedicated offerings for their end-customers.

6.6.4.2. Offering Summary

| Deployment Models	Pricing Terms	Units of Measure	Support Models
Dedicated	Monthly	Core Band	Full & Diagnostic
	Yearly		
	3-Year		
Multi-tenant	Hourly	Core Band	Full & Diagnostic
	Monthly		
	Yearly		
	3-Year		

Table 37. Red Hat Enterprise Linux for SAP with HA & Update Services for Power Offering Summary

7. Cloud Access

7.1. Cloud Access Overview

Red Hat Cloud Access is a feature of certain Red Hat subscriptions that allows a Red Hat customer to move their eligible product subscription(s) from their datacenter to a participating CCSP partner's environment.

From the customer's perspective, Cloud Access enables open, hybrid cloud environments and the flexibility of using Red Hat products where they need them, in the datacenter or on a certified public cloud.
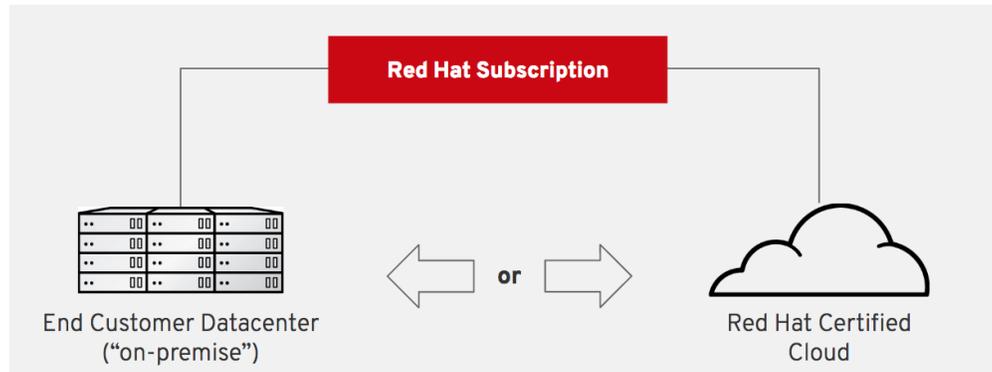
Customer Benefits

- No cost, no new contracts to sign
- Maintain their direct sales and support relationship with Red Hat
- Provides flexibility & choice for how/where they want to use their Red Hat subscriptions
- Single management/update architecture via Red Hat Satellite or RHSM
- Available for the life of the subscription, to use any time
- Potential cost savings vs. long-term on-demand consumption

7.2. Partner Eligibility

All CCSP partners are eligible to participate in Red Hat Cloud Access provided they meet the following requirements:

- Agree to the Red Hat Cloud Access terms and conditions and have been approved to offer Red Hat Cloud Access as part of the CCSP agreement with Red Hat.
- Have a documented tool or process for customers to import their own virtual images or otherwise install Red Hat products on their cloud or service.
- Understand the purpose and value of Red Hat Cloud Access and be able to describe and position it correctly to their end-customers.
- Participate in TSANet to facilitate joint, multi-vendor resolution of customer issues.

	More details about the technical requirements for a CCSP to participate in the Cloud Access program can be found in the **CCSP Technical and Operational Guide**.

Learn more about Red Hat Cloud Access on redhat.com.

8. CCSP Support

8.1. CCSP Support Overview

All CCSP partners must meet the following requirements in providing enterprise support, regardless of the support level. Additional support qualifications may be required by Red Hat, based on a product's technical requirements and the partner's level of expertise.

- Maintain a Red Hat certified cloud infrastructure on a Red Hat certified hypervisor and Red Hat certified hardware, listed on the Red Hat Customer Portal: https://access.redhat.com/certifications.
- Manage all communications and interactions with end customers.
- Adopt quality control mechanisms that capture case metrics and measure customer satisfaction.
- Grant Red Hat access to the partner's cloud service for reproducing end user issues.
- Provide qualified and designated staff available to troubleshoot issues being worked.

Please refer to the **CCSP Technical & Operations Guide** for more details about the CCSP partner support, staffing, and training requirements.

8.2. CCSP Support Models

CCSP partners are offered either the Full or Diagnostic support models. The support models have different eligibility requirements based on the specific Red Hat product that is being resold. The support models may include support staff certification requirements, as well as a minimum number of support staff required.

Full Support

The CCSP partner will offer support in the local language, and will sufficiently document the issue and research any known or similar issues. No formal Red Hat training or certification is required.

Diagnostic Support

The CCSP partner will offer support in the local language, and sufficiently document the issue and research any known or similar issues. The CCSP partner will also maintain certified personnel as described in the **CCSP Technical & Operations Guide**. The partner's certified personnel will serve as support contacts for Red Hat during issue escalation.

Support Model	Partner Support Responsibilities	Red Hat Support Responsibilities
Full Support	• End user point of contact • Document the issue • Research any known or similar issues • Can escalate to Red Hat at any point	• Installation • Usage • Configuration • Diagnosis • Bug reports (dependent on product life cycle) • Bug fixes • Red Hat Extras channel

Support Model	Partner Support Responsibilities	Red Hat Support Responsibilities
Diagnostic Support	• End user point of contact • Document the issue • Research any known or similar issues • Installation • Usage • Configuration	• Diagnosis • Bug reports (dependent on product life cycle) • Bug fixes • Red Hat Extras channel

Table 38. CCSP Support Model Summary

9. CCSP Software Subscriptions

All CCSP partners will have access to Red Hat software made available through a special set of software subscriptions. These software subscriptions are provided to partners for a variety of reasons including: building and managing an infrastructure, implementing a Red Hat update service, and re-selling Red Hat software to their end-customers.

There are several different types of subscriptions available to CCSP partners:

- CCSP program subscriptions
- CCSP partner enablement subscriptions
- CCSP partner Not For Resale (NFR) subscriptions
- CCSP product billing subscriptions
    - For partner infrastructure use
    - For partner end-customer use

9.1. CCSP Program Subscriptions

CCSP program subscriptions are Red Hat product entitlements to be used by a CCSP partner to implement an update service, either Red Hat Update Infrastructure (RHUI) or Red Hat Satellite, and for errata and patch management.

CCSP program subscriptions are also used to create images of Red Hat software to be used by the CCSPs end customers.

SKU	Description	Term
MCT3252	Red Hat Certified Cloud and Service Provider Subscription with **Full** Support	2 Years
MCT3253	Red Hat Certified Cloud and Service Provider Subscription with **Diagnostic** Support	2 Years

Table 39. CCSP Program subscriptions SKUs

9.2. CCSP Product Billing Subscriptions for Partner Infrastructure

CCSP partner infrastructure software subscriptions are used by the CCSP partner to build and operate infrastructure that is not directly exposed to the end customers but is crucial to a cost-effective, enterprise cloud environment. Partner infrastructure software subscriptions are offered under business terms that typically mirror the provider's business model and permit scaling with customer demand.

All CCSP partners must deploy Red Hat products on a Red Hat-supported hypervisor. Review a list of all supported hypervisors on the Red Hat Customer Portal. In addition, all CCSP partners must deploy an infrastructure on Red Hat certified hardware.

Visit the Red Hat Customer Portal for a current list of certified hardware.

9.3. CCSP Product Billing Subscriptions for Partner end-customers

The CCSP program gives a partner the right to host and resell Red Hat subscriptions to end customers on the partner's cloud or service. The end customer software subscriptions can be sold as multi-tenant or dedicated user models, as described below.

- **Multi-tenant platform** pricing is used when a partner has multiple end customers running virtual nodes on a server. The size of the virtual node (small or large) is based on the number of physical cores, or any portion thereof, that is allocated to the virtual node. VMs are defined as large when there are five or more physical cores (pCores) allocated, while small instances are VMs with four or fewer pCores allocated.
- **Dedicated user** pricing may apply when it is used for software subscriptions sold on a single system or VM that is dedicated to no more than one end customer for the term of the software subscription.

More details about these subscriptions can be found the Product Billing SKUs and Use Cases section in the CCSP SKU Guide.

9.4. CCSP Partner NFR Subscriptions

Red Hat Not For Resale (NFR) software subscriptions enable Red Hat partners to jointly grow their business with Red Hat by providing free access to Red Hat software as a benefit of participation in Red Hat partner programs, including the Red Hat Certified Cloud and Service Provider program. CCSP partners who have signed a partner agreement are eligible to receive NFR software subscriptions for use in non-production environments.

CCSP partners can use NFRs for:

- Customer demonstrations
- Internal enablement and training
- Interoperability testing
- Issue re-creation for customer support

CCSP partners can **not** use NFR subscriptions for:

- Any production use
- Commercial redistribution
- A leave-behind for end customers
- As part of a consulting engagement offer to generate revenue

More information about NFR subscriptions including details on how to submit a request can be found in the Red Hat Partner Connect portal.

The NFR subscription term is 1 year. NFR subscriptions do not automatically renew. CCSP partners will need to request renewals for any expired NFR subscriptions they wish to use beyond the initial 1 year term.

9.5. CCSP Partner Enablement Subscriptions

Enablement subscriptions are available at no charge to all CCSP partners, as a benefit of the CCSP program. Enablement subscriptions allow CCSP partners to access Red Hat software for use in both production and non-production environments, with Premium level support.

Any use of Enablement subscriptions in production environments must be detailed by billing SKU(s) and reported to Red Hat each month.

SKU	Description	Term
RC1116415	Red Hat Update Infrastructure (RHUI) and Red Hat Enterprise Linux Add-Ons for providers	2 Years
RC0305160	Red Hat Satellite for Red Hat Certified Cloud and Service Providers	2 Years
RC1257407	Red Hat Satellite Add-Ons for providers	2 Years
MCT2968	Red Hat OpenStack Platform for providers	2 Years
MCT3009	Red Hat OpenShift Container Platform for providers	2 Years
RV0130225	Red Hat Virtualization for providers	2 Years
MCT3153	Red Hat JBoss Middleware for providers	2 Years
RH00731	Red Hat Enterprise Linux for providers (via RHUI)	2 Years

Table 40. CCSP partner enablement subscription SKUs

Note: Red hat Satellite is free for CCSP partners, however it doesn't include Red Hat Smart Management. Partners are required to report Red Hat Smart Management usage if they elect to use it.

Similar to Red Hat NFR subscriptions, Enablement subscriptions are designed to help partners grow their business with Red Hat, but there are some important differences:

- NFRs are limited to non-production use cases like demos and training.
- NFRs are entitled in 1 year increments but Enablement SKUs are valid for the length of the CCSP contract with an initial 2 year entitlement, followed by automatic annual renewals.

- CCSP partners must request NFRs but Enablement SKUs are automatically placed in the CCSP partner account after the CCSP contract has been signed.
- NFRs are offered in specific/limited quantities but Enablement SKUs include very large numbers of product entitlements.
- NFR support varies by partner level but all Enablement SKUs come with premium-level support regardless of partner level.

CCSP Software Subscription Summary

Subscription	Description	Support	Term
CCSP Program subscriptions	To create images of Red Hat software for end-customer software subscriptions. To perform errata and patch management and create images for end-customer subscription offerings.	Premium (24x7x365 from Red Hat to the CCSP partner)	2 years (no cost to the CCSP partner)
Partner Infrastructure software subscriptions	Used by the CCSP partner for its infrastructure, including clouds, and to host customers.	Premium (24x7x365 from Red Hat to the CCSP partner)	Monthly
End User software subscriptions	To be used on a CCSP's service end customers	Partner Full or Diagnostic	Hourly, Monthly, Yearly
Partner NFR subscriptions	Provide free access to Red Hat software as a benefit of participation in the Red Hat CCSP program	Standard or Self-Support	Yearly
Partner Enablement subscriptions	Allow CCSP partners to access Red Hat software for use in both production and non-production environments, with Premium level support	Premium (24x7x365 from Red Hat to the CCSP partner)	Length of the CCSP contract with an initial 2 year entitlement, followed by automatic annual renewals

Table 41. CCSP Software Subscription Summary

10. Internal Use Policy

Red Hat understands that CCSP partners may want to purchase Red Hat subscriptions that are available through the CCSP program for their own internal use and not associated with building and managing their cloud infrastructure or service offering subscriptions to end customers. This policy describes how a CCSP partner can purchase and use guest and host offerings internally for their own business needs.

10.1. Definition

Internal use is defined as the execution of Red Hat products, offered through the CCSP program, for the benefit of the CCSP itself and not for the benefit of a third-party end customer either directly or indirectly ("internal use").

In any single month, a CCSP partner may consume up to 50% of the total reported subscriptions (based on total subscriptions consumed) for its internal use. In no case may the CCSP partner's internal consumption of Red Hat subscriptions under the CCSP program exceed consumption by its end customers.

CCSP partners must report and pay the fees for any internal use subscription in the same manner as subscriptions sold to an end customer and must otherwise comply with the terms and conditions of the agreement.

Anticipated use cases include using Red Hat subscriptions for internal IT services, such as:

- Customer relationship management (CRM)
- Enterprise resource planning (ERP)
- Software-as-a-Service (SaaS)
- Other internal IT systems not associated with offerings provided by the CCSP to customers

Use by companies that are associated with the CCSP partner (but not a subsidiary or a parent) is not considered internal use, but those associated companies may consume under standard CCSP agreement terms. Examples include a CCSP partner's sister companies or group or conglomerate companies that share the same parent company but are fiscally independent from the CCSP-contracted partner.

10.2. Eligibility

All CCSP partners are eligible for this internal consumption policy. A partner may consume the Red Hat product internally (subject to the restrictions above), provided that offering is consumed in the same execution environment, operational model, and business model (for example, public cloud) that is offered to its end customers.

10.3. Business Rules

1. In the event that consumption exceeds 50% of monthly consumption, the CCSP partner must purchase standard Red Hat subscriptions for internal systems under standard Red Hat end-customer business models.
2. All internal use consumption must be reported in the monthly report submitted by the partner, and the partner must indicate that the consumption of those subscriptions has been for internal use.

11. CCSP Pricing and Price Change Policy

11.1. CCSP Pricing

CCSP Product SKUs and pricing are made available to all CCSP partners in a regularly updated (quarterly) **Price Book**. CCSP partners can obtain the Price Book from the Red Hat Partner Connect portal, from an authorized distributor, or from their Red Hat account manager.

11.2. CCSP Price Change Policy

The following sections describe Red Hat's price change policy for CCSP partners who purchase directly from Red Hat. CCSP partners who purchase through an authorized distributor, should **consult with the distributor directly**.

11.2.1. New Product Additions

Red Hat may add Red Hat products to the CCSP price book **at any time**. The partner is under no obligation to use or resell any products that are added to the price book.

New products are normally added to the CCSP program on a quarterly basis as part of the CCSP program's regular quarterly release cycle (**January 1st, April 1st, July 1st, October 1st**). Red Hat will provide details about new product additions in a partner communication at the time of release.

11.2.2. Existing Product Retirement

Red Hat may only remove products from the CCSP price book **once a calendar year on April 1st**. Red Hat will provide CCSP partners with a **minimum of sixty (60) days notice of any product retirement**. The partner notification will include details about the affected products along with product replacement options (if available).

After the initial notification period has passed and a product has been retired from the CCSP price book, **existing CCSP partners will have a period of one (1) year in which to use those retired product SKUs in offerings to their customers (grandfather clause)**. During this one year grandfathering period, CCSP partners may continue to bill against and report consumption of retired product SKUs.

❗	During the 1 year grandfathering period, it's imperative that CCSP partners plan for the removal, (and replacement if desired) of those affected products from their price books. Planning should include a review of their affected customers along with strategy for migrating those customers from the retired product(s) to one of the available replacement options. At the end of the 1 year grandfathering period, the retired product(s) will be completely removed from Red Hat's billing system and further reporting of the retired product SKUs from CCSP partners will be rejected, which could result in compliance and billing issues for the CCSP partner.

Product Retirement Example:

1. Decision to retire product *RET* from the CCSP program in the year **2021** is made.
2. Red Hat provides notification of intent to retire product *RET*, including available replacement options, to all CCSP partners on or before **Jan 31st, 2020**.

3. Product *RET* is removed from the CCSP price book released on **April 1st, 2021**, and 1 year grandfathering period begins.

4. CCSP partners who are actively billing and reporting consumption of retired product *RET* after **April 1st, 2021** begin planning to remove product *RET* from their own price books.

5. On or before **April 1st, 2022** CCSP partners have:

    a. Stopped billing and reporting consumption of *RET*.

    b. Replaced *RET* in their price books with one of the available replacement options.

    c. Migrated all customers from *RET* to one of the available product replacement options.

    d. Have begun billing and reporting consumption of the product replacement options.

11.2.3. Price Increases

Red Hat may only increase the price of a Red Hat product in the CCSP price book **once a calendar year on April 1st**. Red Hat will provide CCSP partners with a **minimum of sixty (60) days notice of any price increases**.

> ❗ Red Hat reserves the right to increase pricing **at any time** in order to offset exchange rate fluctuations for currencies other than US dollars.

Price Increase Example:

1. Decision to increase price of product *INC* in the CCSP program beginning in the year 2021 is made.

2. Red Hat provides notification of intent to increase price of product *INC*, to all CCSP partners on or before **Jan 31st, 2020**.

3. The CCSP price book released on **April 1st, 2021**, will reflect the newly increased price of product *INC*.

4. On **April 1st, 2021**, CCSP partners who are actively billing and reporting consumption of product *INC* will begin using the new price.

5. Anytime after **April 1st, 2021**, CCSP partners who begin billing and reporting consumption of product *INC* will use the new price.

11.2.4. Price Decreases

Red Hat may decrease the price of a Red Hat Product in the CCSP price book **at any time**.

Price decreases are normally done on a quarterly basis as part of the regular CCSP program release cycle (**January 1st, April 1st, July 1st, October 1st**). Red Hat will provide details about price decreases in a partner communication at the time of release.

12. CCSP Partner Training

12.1. Partner Training

All CCSP partners are eligible for Red Hat certification and training. Training benefits provide resources to help partners increase overall knowledge of Red Hat and the Red Hat product portfolio with a full curriculum of product, sales, and technical training.

Red Hat offers two distinct and complementary options for technical training that partners can leverage to increase skills and knowledge on Red Hat technologies.

12.1.1. Red Hat Partner Training Portal

Red Hat offers a wide variety of online training courses through the Red Hat Partner Training Portal, available through the **Red Hat Partner Connect portal**. Training follows two different tracks, as described below.

- The **sales tracks** offer detailed Red Hat product training for partner salespeople. This series of computer-based training modules provides an understanding of the Red Hat portfolio, competitive positioning of Red Hat products, and advice on overcoming objections in the sales cycle.
- The **technical tracks** consist of self-paced e-learning and e-labs for systems engineers, solution architects, and consultants. The systems engineer technical pre-sales tracks cover competitive positioning, objection handling, and demonstration competency, delving deeply into Red Hat product architecture. The delivery tracks provide product implementation and usage methodologies for developers and consultants.

12.1.2. Red Hat Training and Certification

Red Hat Training and Certification is the customer-facing training organization of Red Hat that equips IT professionals with hands-on training and performance-based certifications needed to achieve business impact with Red Hat technology. Red Hat Training and Certification offers a global discount for Ready, Advanced, and Premier business partners to help them adopt the technical skills needed to advance their Red Hat business.

- **Advanced** business partners are eligible for a 25% discount.
- **Premier** business partners are eligible for a 30% discount.
- **Ready** Tier business partners are eligible for a 20% discount.

Partners must purchase the training directly from Red Hat to qualify. The training discounts cannot be combined with any other training discounts or promotional offers. The global training discounts apply to all products and services offered from Red Hat Training and Certification, with the exception of Training Units and on-site/private classes. See a list of offerings for more information.

While purchases of Training Units and on-site/private classes are not covered by the global discount, partners may still receive significant discounts on these offerings by working with their local Red Hat Training and Certification representatives.

To leverage the global discounts, eligible partners should contact their local Red Hat Training and Certification representatives. Discounts must be requested at time of purchase to apply. Training discounts apply only to CCSP partner staff who build, manage, or sell the partner's cloud and managed services. Discounts cannot be purchased through a CCSP distributor.

12.1.3. Sales and Technical Partner Seminars

Red Hat sales seminars for partners cover topics such as sales best practices and product positioning. CCSP Premier partners may also request on-site sales training seminars from Red Hat.

12.1.4. Knowledgebase Access

CCSP partners have access to the Red Hat Customer Portal Knowledgebase, where they can find answers, view technical solutions, and get guidance from product experts using the same knowledge-centered support system that Red Hat engineers use.

Appendix A: CCSP Terms and Definitions

This table contains important terms and definitions related to the CCSP program.

Term	Definition
Business Terms	
Multi-tenant	Multi-tenant offerings are designed for CCSP end-customer offerings that have software isolation of customer apps and data but the infrastructure used to host the offering is shared between multiple customers. Multi-tenant offerings are typically measured by virtual elements like Virtual Nodes rather than physical elements like sockets or socket-pairs.
Dedicated	Dedicated offerings are designed for CCSP end-customer offerings that have servers dedicated to a single customer, where the hardware is not shared with other customers. Hypervisors dedicated to a single customer can fall in this category. Dedicated offerings are typically measured by sockets or socket-pairs.
Partner Service	A partner service is an offering that the partner implements at an end user location with the following additional terms: (a) only Dedicated System End User Software Subscriptions and pricing are eligible for this type of Partner Service; (b) Partner is responsible for the procurement of all associated hardware and all other obligations associated with implementing the Partner Service; and (c) the End User Software Subscriptions may only be resold by the partner to its end users and not to the end user's customers or partners unless those entities have their own Partner Service onsite installation.
Sell-to	Sell-to is a CCSP business model where the CCSP partner uses Red Hat software to build, run, and/or manage offerings for their end customers.
Sell-through	Sell-through is a CCSP business model where the CCSP partner makes Red Hat software available to their end customers.
Software	Software is the Red Hat-branded software made available under the CCSP program, including all updates, that are delivered by Red Hat, in either binary or source code form or recompiled from source files that are obtained from Red Hat.
CCSP program subscriptions	CCSP program subscriptions are entitlements to software subscriptions for the partner to implement an update service in the Partner Service and provide access to Red Hat software that allows a partner to create images for end user(s) software subscriptions.

Term	Definition
End user software subscriptions	End user software subscriptions are subscriptions consumed by the end users in the Partner Service.
Updates	An update is software that can include software fixes, updates, upgrades, additions, corrections, modifications, and security advisories delivered by Red Hat when and if available.
Software maintenance	Software maintenance is the delivery of software updates.
Errata	Red Hat errata are package updates, bug fixes, and security patches for Red Hat products that have been tested and approved by Red Hat.
Technical Terms	
Socket	A socket is a physical connection that contains a central processing unit or other integrated circuit that executes instructions provided by the software.
Socket-pair	A socket-pair is two (2) sockets on a physical system.
Core	A core is a physical processing core located in a CPU or a virtual processing core within a virtual machine or supporting a container. In each case, a core contains or executes the software running for production purposes.
Core Band	A group of processing cores, i.e. 2,4,16 or 64.
Virtual CPU (vCPU)	A physical (x86) processor, in whole or in part, which is assigned to a virtual machine or container.
Virtual Processor (VP)	A physical IBM Power Systems processor, in whole or in part, which is assigned to an LPAR and presented to the operating systems as a Virtual Processor.
Simultaneous Multithreading (SMT)	The ability of IBM Power Systems servers to enable a single physical processor core to simultaneously dispatch instructions from more than one hardware thread context. With SMT, each processor core can present multiple hardware threads allowing more instructions to run at the same time.
Hyper-threading (HT)	Intel's proprietary implementation of Simultaneous Multithreading technology.

Term	Definition
System	A system is a physical or virtual system on which a user installs or execute all or a portion of the software. It includes, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.
Virtual Node	A virtual system (virtual machine, virtual guest, virtual cloud instance, and container) which contains or executes all or a portion of the Software. For metering and billing purposes, SKUs with a "Physical Node or Virtual Node" Unit of Measure, a single SKU will cover either 1 Physical Node (up to 2-sockets) or 2 Virtual Nodes.
Physical Node	A physical system which contains or executes all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable. For metering and billing purposes, SKUs with a "Physical Node or Virtual Node" Unit of Measure, a single SKU will cover either 1 Physical Node (up to 2-sockets) or 2 Virtual Nodes.
Managed Node	A Node managed by the Software. means a Virtual Node, Physical Node or other instance of software.
Usable Storage Capacity	A measure of storage capacity equal to all storage space available *after* Data Protection schemes such as Replication or Erasure Coding.
Raw Storage Capacity	A measure of storage capacity equal to all physical storage visible and managed by Red Hat Storage.
External Mode	When an Red Hat OpenShift Data Foundation cluster is separate from the Red Hat OpenShift Container Platform cluster where storage consuming applications are running.

Table 42. CCSP Terms and Definitions

About Red Hat
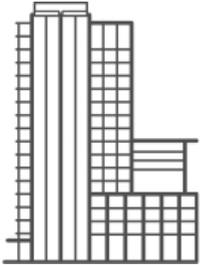
Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native 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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