Integrated support for Red Hat solutions on Microsoft Azure

Microsoft and Red Hat offer customers efficient, in-portal access to integrated, co-located* support teams as part of the comprehensive, enterprise-grade partnership in a cloud environment.

Organizations can benefit from support from both companies with an integrated ticketing system and interoperable, coordinated issue escalation.

Choose your support path and initiate your case with Microsoft or Red Hat

▸ Customers can initiate support requests with the Microsoft Azure portal or Red Hat® Customer Portal.

▸ Azure on-demand (pay-as-you-go) subscribers can use the Azure portal to access the Red Hat Customer Portal efficiently and view the Red Hat Knowledgebase and product documentation.
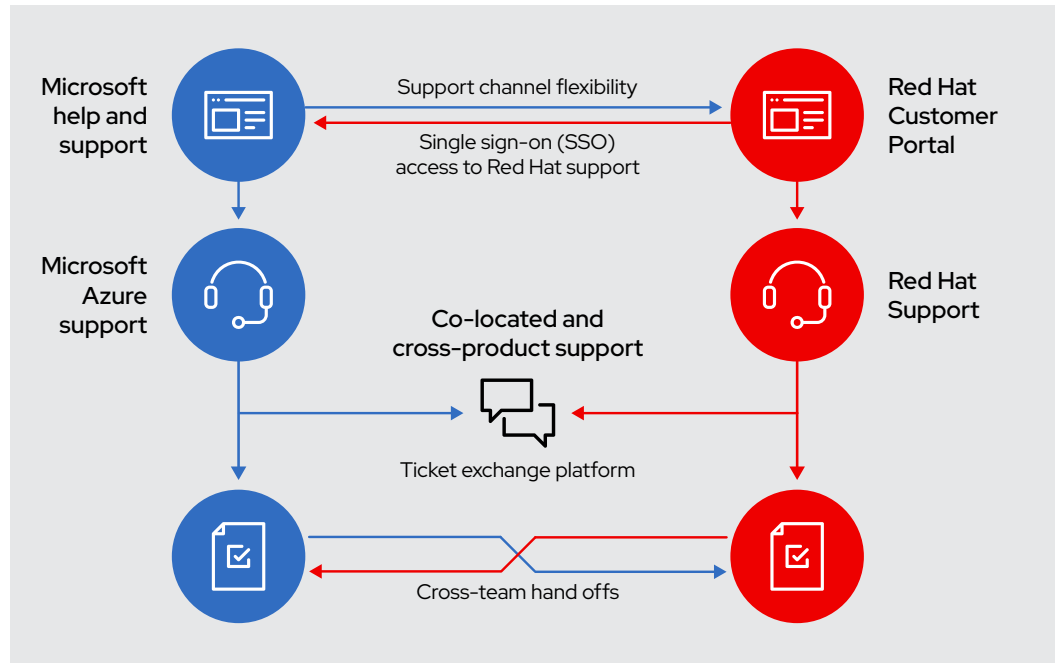
Receive expert cross-product support

▸ Red Hat support specialists train in Azure services, and Azure support specialists train for Red Hat support.

▸ Red Hat Technical Account Managers co-locate* with Azure support teams for better communication and collaboration.

Experience collaborative cross-vendor support with our case exchange platform

▸ The integrated case exchange platform allows Microsoft and Red Hat support teams to communicate and share notes.

▸ Teams automatically route cases between support centers while focusing on security and compliance with International Organization for Standardization (ISO) 27001.

▸ Microsoft Azure Red Hat OpenShift® customer cases experience interoperable escalation to the Red Hat Site Reliability Engineering (SRE) team as needed.

Explore Red Hat Enterprise Linux® on Microsoft Azure and Microsoft Azure Red Hat OpenShift.

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*   The support team co-locations are subject to change and cannot be guaranteed due to evolving health and safety concerns caused by the COVID-19 pandemic.

Microsoft help and support — Support channel flexibility → Red Hat Customer Portal

Single sign-on (SSO) access to Red Hat support

Microsoft Azure support

Red Hat Support

Co-located and cross-product support

Ticket exchange platform

Cross-team hand offs

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 develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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