INGRAM MICRO ™
Partner Smart

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Vendor Program Overview

Red Hat Enterprise Linux (RHEL) is the leading platform for open source computing. It is sold by subscription, delivers continuous value and is certified by top enterprise hardware and software vendors. From the desktop to the datacenter, Enterprise Linux couples the innovation of open source technology and the stability of a true enterprise-class platform.

The Red Hat Licensing Program is Transactional. There is no minimum to purchase. Each order must qualify on its own. Authorization is not required for Red Hat. Red Hat Enterprise Linux products are provided on a per-system annual subscription basis. Subscriptions take the pain out of purchasing software because they provide everything needed in one all-inclusive price. There are no Client Access Licenses. No support incident limits. No unbudgeted upgrade costs. No hidden charges.

Key Products

Red Hat Enterprise Linux Server—This is the most flexible option. Customers can choose whether they count virtual instances or socket pairs. Customers can deploy these subscriptions to physical machines, as virtual machines, and in the cloud—and move them around as needs change. These subscriptions are stackable and can be purchased with Standard or Premium Support.

Red Hat Enterprise Linux for virtual —This subscription is meant for the completely virtualized environment. Customers count socket pairs. Each socket pair subscription comes with an unlimited number of guests that can be run on VMware, Microsoft HyperV, Red Hat Enterprise Virtualization, or the Red Hat Enterprise Linux OpenStack Platform. Note that this subscription does not include any physical-based entitlements, so it does not include the deployment of a hypervisor. These subscriptions are stackable and can be purchased with Standard or Premium Support. datacenters

Red Hat Enterprise Linux Server Entry Level—This subscription is for physical deployment only. No virtual guest is included. It is intended for non-critical deployments. This subscription is not stackable and can only be purchased with Self-Support.

JBoss Application Platform-everything you need to deploy and host enterprise Java applications and services (middleware software)
JBoss Developer Studio –middleware software allows you to develop, test and deploy rich web applications, enterprise applications and SOA services

Support Offerings

Self-Support: access to updates, patches and upgrades only – no technical support (Available only for the 1-2 socket physical server product and the desktop/workstation product)

Standard Support: access to updates, patches and upgrades and unlimited 8x5 phone support. Standard Support now includes Red Hat Software Collections to keep pace with industry innovation by providing the latest versions of the most widely used open source programming languages and databases.

Premium Support: access to updates, patches and upgrades and unlimited 24x7 phone support. Premium Support now includes Red Hat Software Collections and Extended Update Support, which extends the stability of a company's standard operating environment while minimizing change and risk to business-critical deployments.

Media

Media is available to purchase for RHEL Server and Desktop/Workstation products for the latest version only. It is also available via download at downloads@abcsoftware.com for all Red Hat and JBoss products. Please see Red Hat's website for the versions available for download.

Authorization Requirements

Red Hat does not require Authorization to purchase RHEL or RHEV products. JBoss products will require Authorization in September 2014. Cloud and Storage product are restricted currently require Red Hat authorization to quote or purchase. For restricted product, the reseller must contact their Red Hat rep to see if they can get that approval.

Ordering Requirements

There are no minimum quantities required to purchase Red Hat. To assure prompt processing of your Red Hat Purchase, please be sure to include the following information when placing your order with us:

1. Your Ingram Micro Account number
2. PO number
3. A Contact name, phone and e-mail address at your company for your copy of the fulfillment notice
4. End-user agency/organization name
5. End-user shipping street address, city, state and zip code
6. End-user contact name - first and last name required
7. End-user contact phone number
8. End-user contact email address
9. End-user Red Hat login ID or account number
10. If this is a renewal order, the contract number the End-user is renewing

If this is a first time purchase for the End User of Red Hat product, please have them follow the steps below to set up a Red Hat login ID/account. This is required for Red Hat orders.

1. Go to - https://www.redhat.com/wapps/ugc/register.html?redirect=

2. Select - Create a Business Login
3. Enter - your Desired Login and Password, Account Information, and Contact Method (Note: Login and Password are case-sensitive)
4. Click - Create Login
5. Review the Terms and Conditions
6. Click I Accept
7. An email will be sent click on the link to confirm your email address (this takes you to your RHN account)

Product Delivery

Red Hat sends fulfillment notices via e-mail to the end-user and a copy to the reseller within 24-72 hours of Red Hat processing the order. Media, if ordered, will ship the next business day via Fed Ex ground from their warehouse in Wisconsin if the media is on stock . The media can ship to either the reseller or the end user.

Renewals

Red Hat will back date renewal orders up to 90 days from expiration. Past that time frame a new subscription must be purchased. Renewals and new subscriptions are the same cost so there is no penalty to the end-user (Red Hat does not sell licenses, this is a subscription based program).

Pricing Programs

Ingram Micro only has corporate pricing. Please contact Carahsoft for Federal, State/Local Government and Educational pricing information.   Red Hat does have a reseller program for discount pricing off MSRP. Red Hat does not offer any discount off MSRP for any reseller not enrolled in their partner program. Please contact the Red Hat team at redhat-licensing@ingrammicro.com for information about this program.

Important Notes

Red Hat has a no return policy. This is a very strict policy with no exceptions.