

Red Hat Customer Portal Recognized as One of the "Ten Best Web Support Sites"

JUN 25, 2015

Association of Support Professionals honors Red Hat for the fifth year in a row

BOSTON--(BUSINESS WIRE)-- Red Hat Summit - Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced that the Red Hat Customer Portal - which provides customers with easy access to technical expertise and information about Red Hat's products - has been named one of the "Ten Best Web Support Sites" by the Association of Support Professionals (ASP). This marks the fifth year in a row the Red Hat Customer Portal has been included in the "Open Division" of ASP's annual list.

Each year, ASP grants this prestigious award, which showcases excellence in online services and support. This year, our award submission summarized our 2014 efforts to improve the user experience by continuing to transition from reactive to proactive support and services. By introducing tools such as Red Hat Access Labs, we are delivering repeatable and complex solutions to prevent, mitigate, and troubleshoot issues within our customers' technical environments. Additionally, our Red Hat Customer Portal engineers developed an optimal user experience flow to greatly improve customers' product evaluation and download experiences.

Since 2010, the Red Hat Customer Portal has served as the online extension of Red Hat's subscription offerings, helping customers plan, deploy, and maintain their Red Hat solutions. Through the Red Hat Customer Portal, users can access a vast amount of information spanning the entire Red Hat product portfolio. This includes information on support services, knowledge sharing, and troubleshooting; software downloads; account management tools; and more.

Supporting Quotes

Marco Bill-Peter, vice president, Customer Experience and Engagement, Red Hat

"It's always an honor to have your achievements recognized by an organization as regarded as ASP, and I'm thrilled that, again, they've chosen to name the Red Hat Customer Portal as one of the best support sites. For the past five years, we've worked very hard to continually improve this great online resource - and we're not done. In fact, we're excited to share more news about the strides we're making to support customers during Red Hat Summit."

Al Hahn, executive director, Association of Support Professionals

"We review a lot of websites for our annual 'Ten Best' list, and the fact that the Red Hat Customer Portal has made the cut for five straight years really speaks to the company's commitment to providing an exceptional online experience. Congratulations to Red Hat for continuing to deliver a dynamic, innovative, and user-friendly customer portal."

Additional Resources

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Forward-Looking Statements

Certain statements contained in this press release may constitute "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements provide current expectations of future events based on certain assumptions and include any statement that does not directly relate to any historical or current fact. Actual results may differ materially from those indicated by such forward-looking statements as a result of various important factors, including: risks related to the ability of the Company to compete effectively; the ability to deliver and stimulate demand for new products and technological innovations on a timely basis; delays or reductions in information technology spending; the effects of industry consolidation; the integration of acquisitions and the ability to market successfully acquired technologies and products; uncertainty and adverse results in litigation and related settlements; the inability to adequately protect Company intellectual property and the potential for infringement or breach of license claims of or relating to third party intellectual property; risks related to data and information security vulnerabilities; ineffective management of, and control over, the Company's growth and international operations; fluctuations in exchange rates; and changes in and a dependence on key personnel, as well as other factors contained in our most recent Annual Report on Form 10-K (copies of which may be accessed through the Securities and Exchange Commission's website at <http://www.sec.gov>), including those found therein under the captions "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations". In addition to these factors, actual future performance, outcomes, and results may differ materially because of more general factors including (without limitation) general industry and market conditions and growth rates, economic and political conditions, governmental and public policy changes and the impact of natural disasters such as earthquakes and floods. The forward-looking statements included in this press release represent the Company's views as of the date of this press release and these views could change. However, while the Company may elect to update these forward-looking statements at some point in the future, the Company specifically disclaims any obligation to do so. These forward-looking statements should not be relied upon as representing the Company's views as of any date subsequent to the date of this press release.

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