

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

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Association of Support Professionals honors Red Hat for third consecutive year

RALEIGH, N.C. & BOSTON--(BUSINESS WIRE)-- Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced that the Red Hat Customer Portal has - for the third consecutive year - been recognized by the Association of Support Professionals (ASP) as one of the industry's **"Ten Best Web Support Sites"** for 2013. Red Hat was honored in the Open Division along with technology industry leaders Cisco Systems, Intel, Nokia Corporation, PTC, Inc., EMC, and CheckPoint.

ASP is an international membership organization for customer support managers and professionals, and its "Ten Best Web Support Sites" competition is a prestigious awards program that showcases excellence in online service and support. Selected by a panel of judges with expertise in web support design and implementation, winners were evaluated through a scoring system based on 25 separate performance criteria. Key criteria included overall usability, design and navigation, knowledge base and search implementation, interactive features, and customer experience.

Originally launched in 2010, the Red Hat Customer Portal is the digital platform that delivers enterprise product knowledge, subscription resources, and technical expertise that can only come from Red Hat. The Red Hat Customer Portal connects subscribers to recommended resources for planning, deploying, and maintaining their Red Hat enterprise products.

Red Hat's win this year validates the Customer Portal's mission of earning subscriber loyalty by delivering optimal customer experience and value beyond traditional support. Red Hat continues to build upon that mission by focusing on improving ease of use on the portal and concentrating on improvements that make it as easy as possible for customers to find the knowledge, tools, and resources they need to be most successful with their Red Hat enterprise products. As open hybrid cloud adoption accelerates, Red Hat is working harder than ever to meet subscribers' needs on the Red Hat Customer Portal. By creating an improved and more efficient customer experience, Red Hat is working to advance its commitment to supporting customer success.

Supporting Quotes

Al Hahn, executive director, Association of Support Professionals

"More than 35 sites were reviewed to determine the ten best sites this year. For Red Hat to be recognized this year as well as the previous two years, speaks to the ongoing commitment Red Hat is making to deliver a superior customer experience with an innovative and dynamic customer portal. Congratulations to Red Hat for being named to ASP's 'Ten Best Web Support Sites' list."

Marco Bill-Peter, vice president, Global Support Services, Red Hat

"It's an honor to be recognized by ASP as one of the 'Ten Best Web Support Sites' for a third consecutive year. At Red Hat, we work tirelessly to provide an exceptional customer experience and take pride in working with our customers and organizations like ASP to implement their feedback. This has helped us to maintain and develop a Customer Portal well-equipped to meet subscribers' needs and help them succeed with Red Hat solutions."

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 delays or reductions in information technology spending; the effects of industry consolidation; the ability of the Company to compete effectively; 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; the ability to deliver and stimulate demand for new products and technological innovations on a timely basis; 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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