

Red Hat Vice President of Global Support Services to Deliver Opening Keynote at TSANet Event

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Marco Bill-Peter to open the TSANet 20th Anniversary event

RALEIGH, N.C.--(BUSINESS WIRE)-- Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced that its vice president of Global Support Services, Marco Bill-Peter, will be delivering the opening keynote at the TSANet 20th Anniversary event. Established in 1993, TSANet is a vendor-neutral global support alliance where companies work together to support mutual customers more effectively.

TSANet will host an event Sept. 10-12, 2013 in Campbell, Calif. to bring together TSANet and industry-leading members for an event about the future of multi-vendor technical support. The event will include technical training and certification as well as best practices round table discussions. It will also celebrate TSANet's 20th anniversary of supporting the people who support technology. Bill-Peter is set to speak about exceeding customer expectations with multi-vendor support.

At Red Hat, Bill-Peter has served as the vice president of Red Hat Global Support Services since 2008. Global Support Services, accountable for earning subscriber loyalty, is responsible for support delivery to Red Hat's clients and partners across all product lines, including Red Hat Enterprise Linux, JBoss Middleware, Red Hat Storage, and Red Hat's cloud offerings. Under Bill-Peter's leadership, Global Support Services has led a transition from a focus on transactional support to one on sustained customer relationships - expanding the role of support from reactive interactions to include high-value, proactive, and collaborative customer engagement. Bill-Peter has more than 20 years of experience in the information technology and support delivery fields.

Recently, TSANet announced the election of executive officers for the period of July 2013 to July 2014. Ted Williams, support programs manager for Partnerships at Red Hat, was named Chairperson.

WHAT: Red Hat's vice president of Global Support Services, Marco Bill-Peter, to deliver opening keynote

WHERE: Pruneyard Plaza, DoubleTree by Hilton Hotel, 1995 S. Bascom Ave., Campbell, Calif.

WHEN: Tuesday, Sept. 10, 2013 at 9:15 a.m. ET

For more information on TSANet, visit <http://www.tsanet.org/20years>.

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Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As the connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT. Learn more at <http://www.redhat.com>.

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 Quarterly Report on Form 10-Q (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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