#1 IN VALUE. AGAIN.

**CIO INSIGHT** Strategies for IT Business Leaders

#1 FOUR YEARS RUNNING IN ENTERPRISE SOFTWARE

**97%** said they would buy FROM RED HAT AGAIN.

#1 OVERALL IN 3 OF THE LAST 4 YEARS

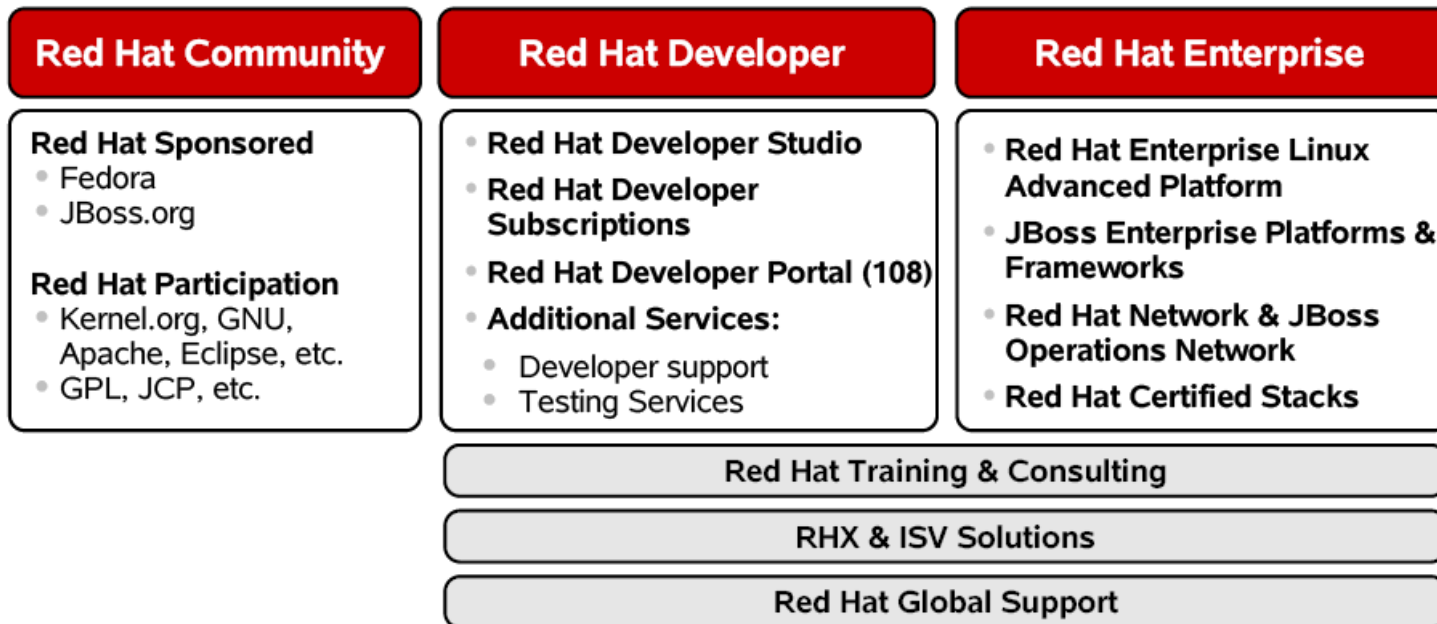#1 MEETING COMMITMENTS ON TIME AND ON BUDGET

#1 MEETING EXPECTATIONS FOR LOWERING COST

## TOP 10 FOR ENTERPRISE SOFTWARE 2007

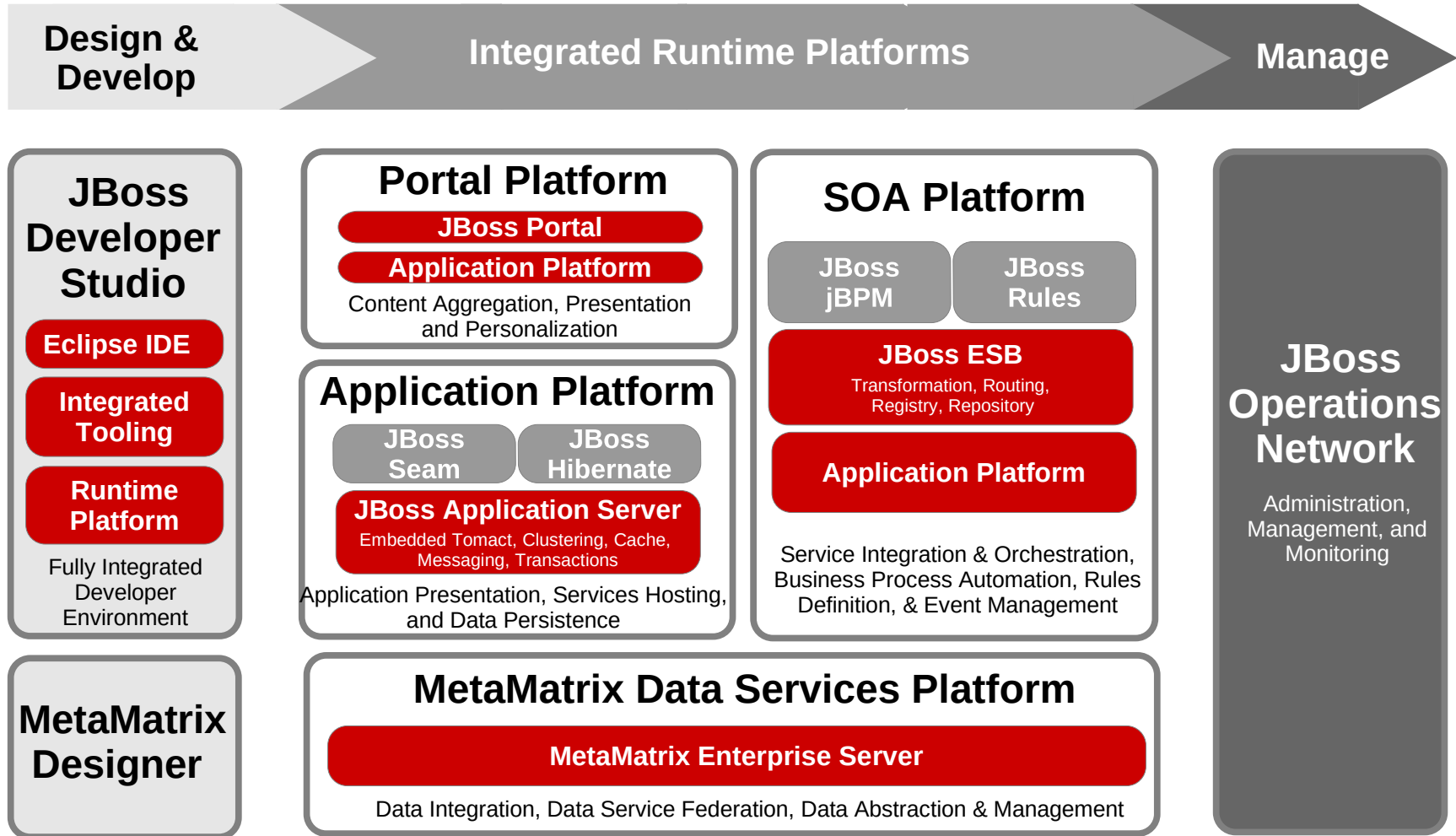| RANK 07 | RANK 06 | RANK 05 | VENDOR | OVERALL 07 | VALUE | RELIABILITY | WOULD CONTINUE TO DO BUSINESS (%YES) |
|---------|---------|---------|--------|------------|-------|-------------|--------------------------------------|
| 1 | 1 | 1 | RED HAT | 80% | 80% | 80% | 97% |
| 2 | 2 | 2 | Citrix Systems | 76% | 76% | 76% | 93% |
| 3 | - | - | Adobe | 73% | 71% | 76% | 91% |
| 4 | 7 | 6 | SAP | 64% | 66% | 62% | 89% |
| 5 | 6 | 7 | Microsoft | 62% | 62% | 61% | 84% |
| 6 | 8 | 3 | Business Objects | 61% | 60% | 62% | 83% |
| 7 | 5 | 5 | Novell | 60% | 60% | 60% | 70% |
| 8 | 8 | 10 | Oracle *(Including Hyperion)* | 58% | 57% | 59% | 79% |
| 9 | 11 | 9 | CA | 52% | 51% | 54% | 68% |
| 10 | 10 | 8 | Cognos | 51% | 50% | 52% | 80% |

# Red Hat Open Source Model

**Open community-driven innovation fuels strategy designed to drive preference for Red Hat throughout the application/IT lifecycle**

# JBoss Enterprise Middleware

**Design & Develop** → **Integrated Runtime Platforms** → **Manage**

### JBoss Developer Studio

- **Eclipse IDE**
- **Integrated Tooling**
- **Runtime Platform**

Fully Integrated Developer Environment

### Portal Platform

- **JBoss Portal**
- **Application Platform**

Content Aggregation, Presentation and Personalization

### Application Platform

- **JBoss Seam**
- **JBoss Hibernate**
- **JBoss Application Server**
  Embedded Tomact, Clustering, Cache, Messaging, Transactions

Application Presentation, Services Hosting, and Data Persistence

### SOA Platform

- **JBoss jBPM**
- **JBoss Rules**
- **JBoss ESB**
  Transformation, Routing, Registry, Repository
- **Application Platform**

Service Integration & Orchestration, Business Process Automation, Rules Definition, & Event Management

### JBoss Operations Network

Administration, Management, and Monitoring

### MetaMatrix Designer

### MetaMatrix Data Services Platform

- **MetaMatrix Enterprise Server**

Data Integration, Data Service Federation, Data Abstraction & Management

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**Enterprise Platforms** — Integrated distribution with a single patch & update cycle

**Enterprise Frameworks** — Modular productivity tools that also work on other vendors application servers

**Component** — major component or set of integrated components

# Industry Leading Support

24x7, throughout the application lifecycle

*"We've found a high-quality, easily scalable server that can match our business growth, as well as superior professional service from the expert developers behind the technology."*

– Michael McDonald, Director of Technology

| JBoss Technical Support | Developer Professional | Developer Enterprise | Production Standard | Production Premium |
|---|---|---|---|---|
| **Hours** | M-F 9-9 (North America) M-F 9-5 (Rest of World) | 24x7 | M-F 9-9 (North America) M-F 9-5 (Rest of World) | 24x7 |
| **SLA** | 2 Business Days | 4 Business Hours | 4 Business Hours | 1 Hour |
| **Type of Access** | Web & Phone | Web & Phone | Web & Phone | Web & Phone |

- JBoss Professional Support Engineers are *Java EE experts*
- JBoss Core Development Team provide support services on a regular basis
- Developer Subscriptions cover all JBoss Enterprise Middleware, RHEL, and other Red Hat products.

# Red Hat Training and Certification

**Industry-leading performance-based certifications:**

- Red Hat Certified Architect
- Red Hat Certified Engineer
- Red Hat Certified Secutiry Specialist

**More than 200,000 trained**

**Systems administration, networking, security, application development, kernels, porting**

**JBoss and EJB3 for Java Developers, Hibernate, JBoss for Administrators, Clustering, Portal, jBPM, JBoss Rules**

**Global availability**

- 45 cities in North America
- 90+ cities worldwide
- Open enrollment on-sites
- Annual training agreements

# Red Hat Global Support and Consulting

24x7 production support

    Support centers on four continents

    Staffed entirely by Red Hat Certified
       Engineers

    Services in eight languages

Technical Account Management

Developer support services

**Red Hat full-service Linux consulting**

    Unix-to-Linux migration

       Full life-cycle consulting: assessment, planning and design, development and validation, deployment, and operations

    Areas of expertise include

       Linux migration/porting, integration, performance tuning, and security

       High-availability clustering – High-performance computing

✳ - Red Hat Regional Support Center