

Red Hat CCSP: Program Overview

What is the Red Hat CCSP Program?

The Red Hat Certified Cloud and Service Provider (CCSP) program lets various types of service providers offer Red Hat products as managed services to their customers.

This can be done through different service models, including shared, dedicated, and managed services. The program helps partners provide Red Hat solutions to their clients in a flexible, reliable, and cost-effective way, whether it's from their own data centres, public clouds, or customer premises.







How does it work?

The CCSP program allows partners the flexibility to offer managed services on either a consumption based model, where you report your usage monthly in arrears. Or alternatively discounted longer term commitments purchased up front.

Under the CCSP program, you as the partner own the subscriptions and manage the relationship between Red Hat and your end customer by offering the initial level 1 support. In recognition of this, CCSP prices include a small discount compared with the standard Red Hat price book.

Benefits of the CCSP Program

As a CCSP partner you will receive the equivalent of Premium support from Red Hat and are granted access to all Red Hat products. You will receive 24x7 support from Red Hat for critical issues and are able to build trial/test environments free of charge. As a partner you are also given access to Red Hats self-paced training material for free, making it easy to become knowledgeable and certified in Red Hat products. Additional benefits can be obtained by progressing your CCSP partner status. The key differences are outlined below:

<u>Partner Status</u>	<u>Benefits</u>	<u>Requirements</u>
 Red Hat 	<ul style="list-style-type: none"> Access to the CCSP Program 	<ul style="list-style-type: none"> 2 x Sales & 2x Technical Credentials
 Red Hat 	<ul style="list-style-type: none"> Access to MDF Ability to use discounted diagnostic only SKU's 	<ul style="list-style-type: none"> Agreed Business Plan with Red Hat 4x Sales & 4x Technical Credentials
 Red Hat * 	<ul style="list-style-type: none"> Access to MDF Access to a partner success manager Alignment of a Red Hat Executive Sponsor Access to the Red Hat Partner Advisory Group Two Complimentary Red Hat Summit Passes 	<ul style="list-style-type: none"> Agreed Business Plan with Red Hat 6x Sales & 6x Technical Credentials

* Requires Mandatory usage of Diagnostic only SKU's

Requirements of the CCSP Program

When signing up as a CCSP partner you agree to commitments that are outlined as part of the *CCSP Program Guide* and the *CCSP Technical and Operations Guide*. TDSynnex encourage you to read these documents in full as they form part of your legal obligation to Red Hat of being a CCSP partner. Red Hat provide training [here](#). Otherwise we have outlined your key responsibilities below:

- CCSP Partners must implement a metering / billing system or a methodology to track Red Hat Subscription usage.
- Subscription usage must be reported in arrears to the CCSP's distributor by the 10th of every month. Including if usage is zero.
- CCSP partners should manage all communications with the end customer on Red Hat's behalf, the end customer should not raise tickets directly to Red Hat. This effectively means providing level 1 support.
- Red Hat Software must only be run on supported hardware or hypervisors.
- Red Hat Software must have the ability to access errata and updates.
- CCSP Partners should make customers aware of important errata and updates - e.g via agreed maintenance windows.
- In exceptional circumstances, if required for diagnosis purposes Red Hat should be granted access to the environment.
- Customers should be made aware of and agree to Red Hat Subscription terms (these can be passed through as white label terms)
- If utilising a self service cloud portal - CCSP partners must certify their images by following Red Hats certification process. This process is largely basic and serves to ensure supportability and compatibility.
- If using certified images, they should be made available to customers in a highly available and scalable solution.
- CCSP Partners should meet training and support criteria laid out in the *Technical and Operations Guide*. This is largely only applicable for reporting diagnostic support (detailed below).
- CCSP Partners should meet individual product technical requirements as laid out in the *Technical and Operations Guide*

Types of Support

CCSP partners have access to two levels of support from Red Hat, Full support or Diagnostic support. Diagnostic support is available for partners that demonstrate technical capability in Red Hat products. Diagnostic support requires the partner to carry out support for usage and configuration (i.e level 2 support) and in return partners receive a significant discount against the reported products.

In order to report Diagnostic support, CCSP partners must be at least Advanced status and meet the certification criteria outlined below:

RHEL & RHEL Addons: 2 members of staff with the Red Hat Certified Engineer (RHCE) Certification

Other Products: Above PLUS 2 x Product specific certifications

OpenShift: Above PLUS OpenShift specific certifications

Contact your Red Hat TD Synnex team at RedHat.UK@TDSynnex.com or ask your aligned Field Sales Executive to facilitate an introduction to the Red Hat team at TD Synnex.

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