



Authorized Distributor



Red Hat CCSP: Quick Start Guide

How do I access Red Hat Software?

When creating a Red Hat Certified Cloud and Service Provider (CCSP) account you will have specified an account number or login details under which you want the software to reside. Login to that account at access.redhat.com. In the grey bar above the Red Hat logo, click downloads.

This should give you access to all versions of all Red Hat Software. If not, then it is likely that either you have logged into the wrong account or your account is misconfigured. If you have these issues please contact ccsp@redhat.com.

What are enablement SKU's?

As a CCSP partner you are given access to all Red Hat software. This is achieved by adding a set of SKU's to your account called enablement SKU's, these SKU's can be seen when viewing details about your subscriptions from within the portal. Outside of being a mechanism for giving you access to software, these SKU's are largely meaningless and should not be used to report your usage of Red Hat software. This guide will explain how to report what you are using.

How do I submit a royalty report?

As a CCSP partner one of your responsibilities is to submit a monthly royalty report to your distributor by the 10th of every month. This report details your consumption from the prior month and needs to be submitted even if you have not consumed any Red Hat Subscriptions. This means regardless of what you have consumed you are required to submit a royalty report, even if it contains zero SKU's or consumption of Red Hat software.

For TDSynnex UK reports should be sent to Katharine.Long@tdsynnex.com.

Red Hat should supply you with their required reporting template. If not, TDSynnex can provide a copy.

Below is an example of a completed template. Please note that for every customer spending over £500, Red Hat require the company name associated to all SKU's. The next section of this guide will help you understand which SKU's to report.

EXAMPLE						
Distributor Name:		TDSYNNEX				
CCSP Partner Name:		Mypartner				
CCSP Partner email Address:		myname@mypartner.com				
CCSP Partner Physical Address:		123 mystreet, London, SW1 1AA				
Royalty Reporting Period:		October 2023				
PO #						
End User Company Name	Red Hat SKU Number	Red Hat SKU Description	Red Hat SKU Quantity Consumed	Country & State or Province Where Red Hat SKU Consumed	SKU Unit Price	Total Price
bcompany 456	MCT2041	RHEL Server Small Instance Premium Full support	8,402	Atlanta, GA US	\$0.06	\$504.12
ycompany 891	MCT2040	RHEL Server Large Instance Premium Full support	1,300	Germany	\$0.13	\$169.00
zcompany 320	MCT2567	Red Hat Enterprise Linux Server (Small Instance - up to 4 physical cores)	20,400	Seattle, WA US	\$30.00	\$612,000.00
xcompany 456	MCT2041	RHEL Server Small Instance Premium Full support	40,209	Japan	\$0.06	\$2,412.54
					Amount Due or	\$615,085.66

What do I report?

As a CCSP partner you are able to use Red Hat software to create trial/test environments for free, these are to help you understand if Red Hat software is suitable for your service, or your customer. These environments do not need to be reported. However, any environment that would have a commercial impact if it were not available needs to be included on your royalty report.

In order to help you understand which SKU's to report, Red Hat provide a guide called the *CCSP SKU Guide*. This guide outlines how Red Hat charge CCSP partners for subscription consumption and therefore helps you to understand the SKU's that should be entered onto your report. This guide seems complicated at first glance, however you will likely only need a small part of it.

To find the right SKU there are essentially only a few pieces of information you will need to know:

- Which Product am I using?
- Is this for a dedicated or multi-tenant environment?
- Which term length am I reporting for? *Please see notes on term length below*
- Do I require full support or diagnostic support? *Please see notes on support level below*
- How many of the units of measure do I need? (Product specific)

Details of pricing will be provided to you by TDSynnex in a separate price file. Once you become comfortable with the different SKU's you will likely be able to report using just the price file. However we recommend referring to the SKU guide for any scenarios for which you are uncertain.

Full Support & Diagnostic 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

SKU Term Length

There are several options that you can report to in regards to the term length. Red Hat stipulate in the CCSP terms that whatever term you report should be the same term in which your customer is paying you. i.e yearly SKU's cannot be split out and charged monthly.

The term length of the SKU you report will have slightly different reporting requirements.

Monthly SKU's are reported a month in arrears.

Longer term commitments e.g 1 year or 3 year SKU's are reported once per term. E.g if you have one customer using 1x an annual SKU you should report that once and then submit zero reports for the following 12 months unless you have additional usage.

If required TDSynnex can support with a more formal quoting and ordering process for longer term commitments if it is required by your internal processes to enable you to place an order. Regardless of this it will still need to be reported per the above.

Finding the Right SKU - Example

Which Product am I consuming: For the purposes of this example, you have a customer that wishes to consume the equivalent of 5x RHEL VM's with Premium Support.

Support Level: As a CCSP partner you receive the equivalent of Premium support from Red Hat. However you are responsible for all communications with your customer, therefore the equivalent support level will be based on your SLA's and support desk availability with your customer. The support level you receive from Red Hat and your obligations to your customer are determined by consuming a full or diagnostic support SKU. Unless you explicitly know otherwise you should report full support.

Dedicated or Multi-tenant: For this customer, RHEL will be installed as VM's on their site. We can therefore we can make the determination that the systems are dedicated to that customer.

Term Length: This customer wishes to pay annually for their RHEL VM's.

We now know that we are looking to report RHEL, with full support, in a dedicated environment over a term length of 1 year.

To find the correct SKU we review Red Hats *CCSP SKU Guide* to identify the relevant section. In this case we can see that for RHEL we should be reviewing section 5.2.1.

We can discount half of this section as it is for multi-tenant SKU's and we need dedicated.

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Figure 1: Finding the right section

RH00232	Red Hat Enterprise Linux Server for Service Providers, Full Support (Physical or Virtual Nodes, Dedicated, Yearly)	ANNUAL	Physical or Virtual Node
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Figure 2: Finding the right SKU

We need to look at Full Support SKU's over a term length of 1 year which leaves us with RH00232 as the SKU we need to report.

To calculate the quantity, we review the notes and examples to see that this SKU entitles a customer to either 2 virtual machines or 1 physical system with multiple VM's. Therefore we can report either 3x RH00232 to cover our VM's (i.e 3x2=6). Or restrict our VM's to one physical server and report 1x RH00232.

Notes:

- The RHEL Physical/Virtual SKUs allow entitlements for either 1 physical system or 2 virtual nodes (VMs).
- The RHEL Virtual Node SKUs allow entitlements for small (1-4 vCores) and large (> 4 vCores) virtual nodes (VMs).

Figure 3: Finding the right Quantity

Where can I get help?

Your first report can feel overwhelming, but we promise it gets easier. TDSynnex can help you to understand the requirements of the program in more detail along with helping to steer you in the right direction for your first report.

If you need support with CCSP reach out to your account representative to organise an overview of the program and discuss how we might be able to help you to submit your first report.

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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