



Partner Acceleration Desk

The Red Hat® Partner Acceleration Desk (PAD), formerly the Red Hat Technology Partner Success Desk, is a central 'get help' capability for current and prospective partners to ask queries throughout their journey with Red Hat. The no cost service allows our partners a central location to ask technical and non-technical questions pertaining to Red Hat offerings, partner programs, product certification, engagement process, etc.

Whether you are an existing Red Hat Partner using our products and technologies to build and certify for, support, and/or to interoperate with our platforms or are a prospective partner, use this desk resource to ask PAD questions. We're providing this service to simplify the Red Hat partnering experience with the goal of achieving stronger relationships.

Available via Red Hat Connect: <https://connect.redhat.com/support/technology-partner/>

Partner Acceleration Desk Benefits

PADis run by a global team (NA, EMEA, APAC) of associates 24 x 5. The service is focused on enhancing the partner experience in the following areas:

- Frontline for Engineering Partner Manager (EPM) Managed Partners
- Technical Support Alliance Network (TSANet) Inbound Collaboration Triage
- Connect Portal & Account Related Queries
- Address Expired Entitlement for Managed Partners in collaboration with Account Team
- General Technology Program Support Queries
- Address Red Hat Partner Subscription Program & Entitlement Questions
- Global System Integrator (GSI) Program Support Queries
- OADP Community Operator Support (Pre-GA Only)

- Guidance on Support Training & Enablement Queries
- AI/ML Frontline Triage to Ecosystem Partner Team
- Certification and Scanner Vulnerability
- General Partner Queries

Additional Resources

- Partner Acceleration Desk [web form](#) :
<https://connect.redhat.com/support/technology-partner>
- For technical support pertaining to any Red Hat Products visit the [Red Hat® Customer Portal \(access.redhat.com\)](#) and open a support case:
<https://access.redhat.com/support/cases/#/>
- If you are a business partner and have questions pertaining to the [Red Hat® Business Partner Portal \(connect.redhat.com\)](#) or business partner programs please reach out to the email addresses mentioned for business partners on this [page](#):
<https://connect.redhat.com/support>

Feedback

Tell us how we are doing. Please share feedback via partner-help@redhat.com

