

The Business Value of Red Hat Training

Investment in Red Hat Training Returns Strong Value

IDC study results confirm that Red Hat Training offers key benefits to companies:



389%
3-year ROI



71%
Less unplanned downtime

The bottom line: Core IT operations are now more effective and efficient.

The Impact of IT Team Training

Initial training matters since the skill sets of IT project teams impact project success:

Adding just **1.5%** of project budget to training ...

... can move the success rate from **50% to 80%**.



Ongoing training is essential to keep IT staff skills and performance from degrading over time:

YEAR 3

Organization has lost **60%** of its original capability

YEAR 6

Organization has lost nearly **75%** of its original capability

Business Impact of Red Hat Training



\$53,422
Per Year Per Employee Trained (Total)

Note: All figures in USD



\$41,435
IT Staff Productivity Benefits



\$11,563
Risk Mitigation – User Productivity Benefits



\$424
IT Infrastructure Cost Reductions

Key Benefits Cited by Study Participants

Improved Troubleshooting and Greater Helpdesk Efficiencies

“Red Hat Training courses have primarily been for the operating systems. The most significant day-to-day benefit for our staff is better troubleshooting. The staff has gained new knowledge and learned new tools that help with the troubleshooting process.”

23%
fewer helpdesk calls

50%
faster resolution of issues when they occur

Administrators, Device Management Teams Become More Efficient

“The technical knowledge of the instructors is the most significant benefit. They come prepared. They can talk about technology outside of Red Hat. As a very senior team, our staff asks a lot of questions but instructors can answer them and talk at the same high level. We ask 500 questions, they come back with 500 answers.”



16%
increase in efficiency seen following Red Hat Training

Deeper Knowledge, Greater Reliability

“Unplanned outages previously caused us and our customers some losses, due to issues with reliability. With current solutions, delivered after taking Red Hat Training courses, we are still at zero unplanned downtime, after more than two years.”

71%
less productive time lost on average by users due to unplanned system and application outages

Improved Ability to Support Containerization, DevOps, and Other Technologies

“My group just focuses on containers, not servers. The change we have experienced with Red Hat Training is the ability to go from 2 months to 3 minutes on a platform build.”

ROI Benefit Summary

3-Year ROI Analysis	Per Organization	Per Employee Trained
Benefit (Discounted)	\$2.95 M	\$128,401
Investment (Discounted)	\$0.60 M	\$26,266
Net Present Value	\$2.35 M	\$102,134
ROI (NPV/Investment)	389%	389%
Payback (Months)	2 months	2 months
Discount Factor	12%	12%

Key Takeaways

- Effective training matters for the overall success of IT departments that rely on Red Hat infrastructure.
- Red Hat Training is well worth the investment with a nearly 4X return-on-investment over a 3-year period.

Learn more about the value of Red Hat Training courses and certification at redhat.com/value.

Sponsored by: