



# ENTERPRISE ENGINEER SERVICES

## WHAT IS IT?

An Enterprise Engineer is a dedicated on-site resource with first-hand understanding of a customer's middleware, infrastructure, business issues, and product usage.

## WHAT DOES IT DO?

Available on an hourly or dedicated basis, Enterprise Engineers add significant value to your Red Hat or JBoss Enterprise Middleware subscription through knowledge transfer, best practices, immediate technical assistance, and rapid problem resolution.

## WHY SHOULD I CARE?

Enterprise Engineers are invaluable for critical projects, large scale deployments, or straightforward staff augmentation. As a "go-to" open source expert, they provide the deepest possible technical relationship between the customer and Red Hat. They also offer significant financial flexibility because they can be brought on board for the duration of a project or certain phases of a project. When their work is completed to the client's satisfaction, they move on, saving both time and budget, and maximizing long-term ROI.

## DELIVERABLES

### Rapid problem resolution

An Enterprise Engineer provides enhanced support and quick issue resolution for a wide range of technical problems. For advanced problems, direct access to a customer environment eliminates the need to reproduce a client configuration. Detailed debug information from customer hardware can be relayed directly to Red Hat support or engineering, greatly accelerating issue identification, patch creation, and issue resolution.

### Knowledge transfer

On-site presence and immediate interaction brings the vast knowledge you expect from Red Hat to your ad hoc meetings, planning sessions, and informal training.

### Java and Linux best practices

Accelerate and reinforce skills learned from Red Hat training courses, books, and other third party resources.

### Accelerated ISV issue resolution

ISVs leveraging Red Hat Enterprise Linux or JBoss Enterprise Middleware can accelerate time to market, tuning, fixes, and help with ISV-related issues through an Enterprise Engineer.

### Road map leverage and influence

With an understanding of customer requirements and direct access to Red Hat's internal product teams, Enterprise Engineers can include patches, hot fixes, and road map features in your IT plans, as well as help drive your requirements into the development process.



## SCOPE

Enterprise Engineer services are available on an hourly basis, but are typically retained on a dedicated basis. Enterprise Engineers are deep subject matter experts with many years of experience delivering open source solutions in an enterprise environment. Specializing in either Java development and JBoss Enterprise Middleware, or infrastructure, operating systems, and Red Hat Enterprise Linux, they are uniquely qualified to deliver solutions that combine open source software from Red Hat with other open source or closed source software. Enterprise Engineers are technical consultants who will perform the work, manage all stages of the engagement (day-to-day and long-term projects), provide full knowledge transfer, and complete any necessary documentation.

## REQUIREMENTS

The customer may need to provide access to one or more of the following:

- Project sponsor: This person is the ultimate sign-off authority for the client, provides the high level overview of long-term goals and objectives, and is typically an IT Director.
- IT manager: This individual is the direct contact with the Enterprise Engineer, manages short-term goals, and ensures the timely delivery of information required for ongoing projects and assignments.
- IT and other staff: These people interact with the Enterprise Engineer on a daily basis. They provide information about the client's IT infrastructure and

work with the Enterprise Engineer to complete ongoing projects. Resources from development, operations, planning, purchasing, accounting, or finance may also be involved.

## FOR MORE INFORMATION

For more information on an Enterprise Engineer for Linux, Java, or any of the Red Hat or JBoss Enterprise products, contact your Red Hat sales representative or visit:

[redhat.com/services/professionalservices/](http://redhat.com/services/professionalservices/)

## RED HAT SALES AND GENERAL INQUIRIES

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