



RED HAT CONSULTING: DEDICATED RESOURCES

WHAT IS IT?

A dedicated resource from Red Hat Consulting is an on-site consultant, available for both annual and longer-term engagements. Dedicated resources provide the deepest possible technical relationship between the customer and Red Hat engineering. Both Red Hat and JBoss dedicated resources are available, and both have deep product line expertise and can serve as trusted advisors in your organization.

Though no two scenarios are the same, dedicated resources often provide value through these types of activities:

COLLABORATION AND COMMUNICATION

Dedicated Resources offer closer cooperation with our customers, because they are on-site and available to take part in daily strategy and implementation discussions and decisions, offering industry best-practices. Dedicated resources can help your organization implement solutions supporting your business goals today and help you plan for tomorrow. Maximize your team's efficiency by calling on an expert to conduct day-to-day knowledge-transfer and performance tuning, and provide support during migrations and new product implementations.

A dedicated resource also provides a closed-loop communication network into Red Hat engineering, and can provide customer advocacy as new products are developed and released.

MAINTAINING DYNAMIC IT INFRASTRUCTURE

The constant change in IT infrastructure makes it necessary to stay focused on core competencies. With a Dedicated Resource, our customers gain the flexibility to transition and transform their IT landscape and applications to next generation technologies. With intimate knowledge of your business and infrastructure, Red Hat Consulting can accommodate business growth and help increase efficiency. A Dedicated Resource adds another layer of value by providing expert

knowledge and a communication channel with Red Hat's partner ecosystem, an invaluable conduit to Red Hat's 2000+ ISV channels. These relationships can accelerate tuning, and prioritize any bug fixes associated with ISVs.

PROVIDING BUSINESS CONTINUITY

Mission-critical application availability is just one aspect of business continuity, which is vital to business success. In today's technology environment, an increasing number of risks leaves an IT operation vulnerable to disruption. And any prolonged downtime is potentially fatal to your business. Red Hat Dedicated Resources can assist you in planning, design, and managing businesses resiliency so your organization can achieve improved service levels and tighten enterprise-wide security.



RESOURCES PROVIDED BY RED HAT

Red Hat Consulting offers the experience and expertise to determine a strategy that will work best for your environment and ensure maximum project ROI and speedy time to value, while mitigating risks. Our consultants boast years of experience delivering open source solutions in enterprise environments. Their expertise uniquely qualifies them to consult clients on how to leverage an open source architecture for maximum cost-reduction. For a Dedicated Resource engagement, Red Hat will provide the following:

- Technical Consultant

RESOURCES PROVIDED BY CLIENT

To ensure a smooth service delivery the following people should be available to work with the consultant during the engagement:

- Sponsor. As your ultimate sign-off authority, the sponsor provides guidance and an escalation point, should one be necessary.
- Project manager. This person manages your day-to-day activities related to this engagement, and ensures the timely delivery of information required for the project.
- IT and other staff. Successful delivery of our service requires access to competent professionals who provide relevant information about your IT infrastructure.

The following technical requirements should be met prior to the start of the engagement¹:

- An inventory of the relevant technology that is to be included in the scope of the engagement.
- Documentation of the applications installed on relevant servers.
- Access to system administrators who can install measurement software on the systems as part of the engagement.

¹ These are the most important requirements. A further check list with more detailed requirements will be worked through prior to commencement of the engagement.

FOR MORE INFORMATION

For more information on Dedicated Resources or any other Red Hat consulting offering, visit

www.redhat.com/consulting

INTERESTED?

Contact Red Hat today to get a personalized quote for this Red Hat solution:

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|---|--|
| General numbers for Europe, Middle East and Africa: | 00800 7334 2835 +44 1252 362 795 |
| Turkey: | 00800 448 820 640 |
| Israel: | 1809 449 548 |
| UAE: | 80004449549 |
| E-mail: | europa@redhat.com |
| General number for North America: | 888 RED HAT 1 866 273 3428 x44555 |
| E-mail: | sales@redhat.com |
| General number for Asia Pacific: | +65 6490 4200 |
| ASEAN | 800 448 1430 |
| Australia & New Zealand | 1800 733 428 |
| Greater China | 800 810 2100 |
| India | +91 22 3987 8888 |
| Japan | 0120 266 086 |
| Korea | 080 708 0880 |
| E-mail: | apac@redhat.com |
| General number for Latin America: | 54 11 4341 6200 |
| E-mail: | info-latam@redhat.com |