



DEDICATED ENTERPRISE ENGINEER

To make Linux and Open Source deployments successful, Red Hat Professional Services offers a range of consulting engagements from the complete Linux migration to focused, client-directed engineering and software customization. For premier enterprise customers, Red Hat also offers Dedicated Enterprise Engineer (DEE), which has the most comprehensive technical support and maximum long-term ROI.

The DEE is a dedicated on-site resource with a first-hand understanding of a customer's infrastructure, business issues, and product usage. With this intimate knowledge, the DEE adds significant value through knowledge transfer, best practices, solution planning, immediate technical assistance,

and problem resolution. Acting as the "go-to" open source expert, DEEs are invaluable for critical projects, large scale deployments, or straight forward staff augmentation.

RESULTS

DEEs are available for quarterly and long term engagements, and provide the deepest possible technical relationship between the customer and Red Hat. As third party resources with zero Linux learning curves, dedicated resources also provide customers with complete financial flexibility—DEEs can be brought on-board for the duration of a project. When their work is completed to the client's satisfaction, they move on, saving both time and budget.

Specific benefits include:

RAPID PROBLEM RESOLUTION	An DEE provides customers with 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, which often results in accelerated issue resolution.
KNOWLEDGE TRANSFER	The DEEs physical presence provides improved communication between the client and Red Hat. This immediate interaction allows for Red Hat to be included in ad hoc meetings, planning sessions, and informal training.
SOLUTION RECOMMENDATIONS	With intimate knowledge of the customer's business and infrastructure, DEEs can recommend additional tools and packages that can be fully integrated into the client's environment.
LINUX BEST PRACTICES	"How do I do X with RHEL?" The onsite resource accelerates and reinforces skills learned from Red Hat training courses, books, and other 3 rd party resources.
EXPANDED OPEN SOURCE ADOPTION	The dedicated resource provides insight into additional areas for leveraging Open Source in customer environments.
ACCELERATED ISV ISSUE RESOLUTION	DEEs to provide internal conduits to Red Hat's 1200 ISV channels and accelerate tuning, fixes and help with ISV-related issues.
ENHANCED ROAD MAP VISIBILITY	With an understanding of customer requirements and direct access to Red Hat's internal product teams, DEEs are able to include patches, hot fixes and road map features in customer IT plans. Dedicated onsite resource can enroll customers in relevant beta or pilot programs.
BUG FIXING/FEATURE REQUEST	With a DEE, customers accelerate the maturity of packages and services which are critical to their infrastructure. Because of the direct connection to Red Hat's engineering teams, critical issues can be mainlined into the development process.
KERNEL TUNING	Dedicated onsite resources relay detailed debug information from customer hardware directly to Red Hat engineering. Ensuing issue identification and patch creation time is often measured in days.
SECURITY REVIEWS	DEEs can provide detailed reviews of security policies for new and existing Open Source environments.

CUSTOMER SUCCESS

One of the world's largest global investment banks has realized this value first-hand. With seven current DEEs, the company has used these onsite resources to tackle everything from initial deployment and build out to road map visibility as well as ongoing open source initiatives. The DEEs have also proven invaluable with large scale migrations, pushing their Linux adoption levels to four times the expected rate. This accelerated adoption helped the company realize significant recurring savings of nearly \$18M per year. By concentrating on open source related issues and helping dramatically reduce overall build times, Red Hat's dedicated resources have freed their internal IT team to concentrate on other core business needs.

"Red Hat's professional services team were key to resolving the multitude of technical issues uncovered during our port of a 20 million line, 200 transaction/second equity system from a mainframe to Intel," attests Steve Russell, Managing Director. "However, their real value was in helping to jump start the cultural shift in development and testing methodologies that open source enables. Build times are down from 24 hours to 3, and test cycles have shrunk from weeks to days."

RESOURCES PROVIDED BY RED HAT

Red Hat's Professional Services team offers the experience and the expertise to determine the Open Source strategy will work best for your environment. Our consultants are deep subject matter experts with many years of experience delivering Red Hat and open source solutions in an enterprise environment. They are uniquely qualified to demonstrate how best to leverage an Open Source Architecture. Red Hat's Dedicated Enterprise Engineers (DEE) 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.

RESOURCES PROVIDED BY CUSTOMER

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 at 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 Red Hat's Full Dedicated 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 DEE on a daily basis. They provide information about the client's IT infrastructure and work with the DEE to complete ongoing projects. Resources from development, operations, planning, purchasing, accounting, or finance may also be involved.

For more information visit www.redhat.com/services or call:

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