



RED HAT ENTERPRISE LINUX SMART START

WHAT IS IT?

A comprehensive offering from Red Hat that includes support, training and consulting, all bundled in a fixed deliverable and discounted bundle.

WHAT DOES IT DO?

The Red Hat Enterprise Linux Smart Start accelerates the implementation of RHEL, and helps ensure success with key infrastructure software deployment challenges such as

configuration, management, security, compliance and technical support.

WHY SHOULD I CARE?

As countless customers can attest, Red Hat Enterprise Linux offers exceptional performance and an unmatched ability to scale at lower costs. But as any corporate IT manager is aware, introducing new platforms into production environments can present many initial challenges—regardless of the technology’s inherent benefits.

DELIVERABLES

Dedicated Support
a Technical Account
Manager

Technical Account Managers (TAMs) provide the deepest technical 24x7 production service in Linux. The service provides a consistent primary technical contact who will work with you to understand your ongoing technology requirements, challenges and support needs within your production, and mission critical infrastructure. By leveraging the collective technical experience of Red Hat through this service, the customer’s technical staff will be more productive—better able to deliver the performance, reliability, and the security you require.

Consulting

Core Build Design: Red Hat’s Core Build Design service ensures that corporate IT managers deploy Red Hat Enterprise Linux in a way that is simple, stable, secure, and scalable. Core Build offers numerous benefits including accelerated deployment and a common set of software packages that satisfies both their IT needs and their corporate security policies.

RHN Satellite Deployment: Red Hat Network (RHN), a full-featured system management solution, makes Linux deployable, manageable, and fully scalable. For customer possessing 20+ Red Hat Enterprise Linux servers, Red Hat offers Red Hat Network Satellite—allowing all RHN functionality to be stored locally on a customer’s network. RHN Satellite Deployment service assists organizations with installation, configuration, customization, and training for the technology.

Netdump (RHEL4) or Kdump (RHEL5) Implementation: Crash dump facilities that copy memory images (vmcores) and logging information to a centralized Netdump or Kdump server on the network. These memory images can be used ‘post-mortem’ to diagnose system crashes or lock-ups. The Red Hat Professional Services team can quickly integrate this server into your larger infrastructure.

Training

With 50+ training locations across the US and Canada, Red Hat offers 24 different courses and four different certifications including Red Hat Certified Engineer (RHCE), routinely ranked the top Unix/Linux certification, and recently voted the “hottest” certification in all of IT by CertCities.com. The bundle includes 30 Training Units, allowing customers to enroll in three different training classes. Depending on existing competencies, three classes can allow three different individuals to attain RHCE. Even with no base knowledge, three classes can still propel an individual to RHCE.



REQUIREMENTS

This project relies on having ready access to the personnel responsible for the development, deployment, and production support of the applications and infrastructure in question. It is critical that these individuals be involved in the planning phases of the project and available for information and assistance in later phases. More specifically, the customer will need to provide access to one or more of the following:

- **Project sponsor:** This person is the ultimate sign-off authority at the client, provides the high-level overview of long-term goals and objectives, and is typically an IT director.
- **Project manager:** This individual acts as the direct contact with Red Hat's technical consultant, manages the day-to-day client side activities, and ensures the timely delivery of information required for the project.
- **IT and other staff:** These people provide the information about the client's IT infrastructure and future requirements. Resources from development, operations, planning, purchasing, accounting, or finance may be incorporated into the project team or accessed via the project manager as appropriate.

FOR MORE INFORMATION

For more information on the Red Hat Enterprise Linux Smart Start, or any other Red Hat professional service offerings, please contact your Red Hat sales representative or visit:

→ redhat.com/services/professionalservices/

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