




# TECHNICAL ACCOUNT MANAGEMENT SUPPORTING SUCCESS

	 <b>Lufthansa Systems</b>	 <b>Sprint</b> Together with NEXTEL	 <b>CME Group</b> A CME/Chicago Board of Trade Company
CUSTOMER	Lufthansa Systems	Sprint Nextel	CME Group
INDUSTRY	IT services	Telecommunications	Financial exchange
BUSINESS CHALLENGE	To service global customers with a high-availability infrastructure based on an extremely reliable and scalable operating system; ensure fast and cost-effective manageability of complex and large-scale systems.	Tired of paying exorbitant licensing and maintenance fees for proprietary middleware, Sprint embarked on an open source initiative with JBoss® Enterprise Application Platform. This initiative significantly cut costs while delivering enhanced flexibility and agility to the company's mission-critical business applications.	To migrate from a costly proprietary UNIX platform to a Linux alternative in order to reduce costs and increase performance reliability, scalability, and agility of the systems on which critical trading platforms handle billions of derivatives trades per year—trades worth more than a quadrillion dollars in notional value.
SOLUTIONS	Red Hat® Enterprise Linux®, Red Hat Network Satellite, MySQL and Oracle databases, Red Hat Consulting, Red Hat Technical Account Manager (TAM)	Red Hat® Enterprise Linux®, JBoss Enterprise Application Platform, JBoss Operations Network, Red Hat Training, Red Hat Consulting, Red Hat Technical Account Manager (TAM)	Red Hat® Enterprise Linux®, JBoss® Enterprise Application Platform, Red Hat Training, Red Hat Technical Account Manager (TAM)
MIGRATION	From a UNIX-based server landscape to a standardized operating system environment with virtualized Red Hat Enterprise Linux and Red Hat clustering technology, managed with Red Hat Network Satellite	WebLogic to JBoss Enterprise Middleware	Sun Solaris on SPARC servers to Red Hat Enterprise Linux on x86-based servers
TAM BENEFITS	Lufthansa Systems AG continues to use the expertise of Red Hat Consulting as-needed, with access to a dedicated Technical Account Manager (TAM) who is familiar with Lufthansa Systems IT landscape. The TAM provides immediate assistance and problem resolution on-site and assists with the planning of larger projects like the company's planned migration to Red Hat Enterprise Linux 6.	Sprint has extensively utilized Red Hat Global Support Services and Red Hat Training during its technology migrations. <b>"Completing training courses early in the program gave the Sprint application development teams the background and confidence they needed to take on the challenge of migrating their applications. And our Red Hat TAM is actively involved as applications complete production migrations onto the new platform,"</b> - Jamie Williams, IT director, Sprint Nextel.	CME Group was able to quickly transition its administrators' UNIX expertise to new Red Hat systems. CME Group also benefited from the skills of its dedicated Red Hat Technical Account Manager (TAM), who offers additional, ongoing Red Hat expertise to the exchange's IT team. A TAM is the first line of support and provides one point of contact through which CME Group can collaborate with Red Hat on new technologies and support needs.

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