RED HAT SAP TECHNICAL ACCOUNT MANAGEMENT

MAXIMIZE YOUR TECHNOLOGY INVESTMENT

Red Hat®–SAP Technical Account Managers (TAMs) have specialized SAP solution technology expertise to ensure Red Hat enterprise solutions meet and evolve within your SAP solution landscapes. The Red Hat SAP TAMs work collaboratively with our network of experts, your IT organization, and various organizations at SAP to strategically plan for the high-performance, scalable, and flexible IT infrastructure SAP applications require. The Red Hat SAP TAM is uniquely positioned to optimize SAP solutions on Red Hat technology platforms, accommodate new trends and deployment models, and help you realize optimal growth and performance.

BENEFITS OF A RED HAT–SAP TECHNICAL ACCOUNT MANAGER

- Enjoy a direct relationship with a SAP-trained TAM specialist with deep experience in Red Hat Enterprise Virtualization for SAP and Red Hat Enterprise Linux for SAP solutions. These specialists also have SAP Solution Manager background knowledge.
- Prevent issues before they occur with proactive planning, Red Hat SAP—related roadmap meetings, and Red Hat and SAP solution architecture reviews.
- Coordinate support services for ticket resolution and joint customer escalation.
- Direct path to Red Hat Global Support Services and the SAP support team, as well as early access to Red Hat Enterprise Linux for SAP or Red Hat Enterprise Virtualization software.
- Use Red Hat and SAP best practices to find out what's coming next from Red Hat related to SAP solutions, including SAP notes, patches, and current benchmarks.

PROACTIVE SUPPORT

Red Hat SAP TAMs collaborate with your IT department to plan strategies for successful deployments and help you realize optimal performance for your SAP solution landscape. A Red Hat SAP TAM provides proactive and personalized guidance to meet your short-and long-term technology goals. This guidance is based on in-depth knowledge of your SAP solution environment, industry best practices, and current and future SAP and Red Hat solutions. The Red Hat SAP TAM specialized in SAP solutions is an extension of the platform or virtualization TAM services offering. Red Hat SAP TAMs have specialized knowledge of Red Hat platform and virtualization technologies and the connections between Red Hat product families and SAP solution technologies. Your business will benefit from a direct relationship with a senior technical resource who has an in-depth knowledge of your technical environment.

RED HAT GLOBAL SUPPORT SERVICES

RED HAT–SAP INTEGRATION

For more than a decade, Red Hat customers have benefited from reliable, flexible, secure, and high-performing Red Hat technologies, designed specifically for SAP business-critical workloads, and supported by experts in Red Hat Global Support Services. SAP customers also have access to a SAP Solution Manager, who facilitates technical support for distributed systems with functionality that covers key aspects of solution deployment, operation, and continuous improvement.

The SAP Solution Manager and Red Hat customer support ticketing system are integrated, which means that Red Hat and SAP customers benefit from a single point of contact for support issues, streamlined resolution of incidents, and continued collaboration for SAP applications running on Red Hat technologies. This integration helps Red Hat and SAP Active Global Support quickly connect and resolve support issues and provide enhanced support services to customers. With the addition of a Red Hat SAP TAM, customers realize even deeper integration, with a dedicated Red Hat support expert focused on proactive, targeted advice and guidance. Red Hat SAP TAMs use SAP solution knowledge and Red Hat technology expertise and the best resources of both companies to provide proactive advice, quickly resolve issues, and make recommendations for improved system performance for SAP applications running on Red Hat enterprise infrastructure.

ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 70 offices spanning the globe, empowering its customers' businesses.

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