

# Red Hat Technical Account Management Services is Helping Organizations Improve IT Services and Time to Market

Red Hat customers are realizing **significant value** by leveraging the Technical Account Management service to improve their existing IT infrastructure and application development environments which is worth **an annual net discounted average of \$1.81 million**, which would result in a **three-year ROI of 432%**.

## Key Results



**432%**  
3-year ROI



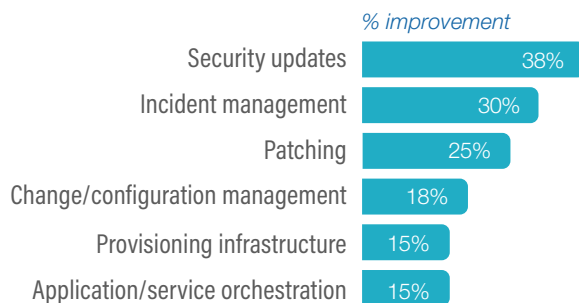
**2 months**  
To payback on investment

### Customer Quote:



"Our TAM contact provides guidance for implementing Red Hat technologies. He's crucial in moments when we have incidents because he can escalate the situation very quickly through the Red Hat support organization. We get the right Red Hat engineers we need to solve problems."

### IT Infrastructure Management Impact by Activity



### IT Staff Impact

**43%** **more** efficient IT infrastructure management

**32%** **more** productive application development

**40%** **faster** deployment of new server resources

**41%** **more** efficient application environment management

### Customer Quote:



"The information and education our TAM provides is important. One hour with him provides knowledge that it might take us a couple of weeks to obtain on our own."

## Performance, Reliability, and Business Benefits



**24%**  
More efficient IT security teams



**93%**  
Reduction in unplanned downtime



**43%**  
Faster to market with new products/services



**10%**  
More productive end users