Avianca, the oldest airline in Latin America, serves more than 100 destinations in 25 countries throughout the Americas and Europe.

CHALLENGE
Avianca sought to simplify and optimize its operations, including people, processes, and technology, with a focus on flight operations and crew management.

SOLUTION
Avianca engaged a Red Hat Technical Account Manager (TAM) to help with strategic life-cycle planning for its Red Hat middleware environment, share best practices and roadmap insights with project stakeholders, and offer a direct connection to Red Hat engineering for product enhancements and troubleshooting.

BENEFITS
• Ongoing guidance through trusted partnership for strategic planning of improved airline operations
• Implementation of best practices in IT deployments and configurations to ensure optimal use of Red Hat technology
• Efficient issue resolution and bug fixes through direct access to Red Hat support and engineering resources

"Working with a TAM has helped support the growth and management of important Avianca projects. His contributions helped with decisions from areas such as design, architecture, code optimization, product configuration, and adequate sizing of infrastructure. Whenever we encountered a bug, the TAM was essential in expediting a response from the Red Hat Engineering team to resolve the issue."

ARMANDO SERRANO
COORDINATOR OF I.T. INFRASTRUCTURE
AVIANCA