Get the Most From Your Enterprise Solutions with Red Hat Technical Account Management

VALUE OF RED HAT

"We have found the support from Red Hat to be exemplary. Whenever we need anything from them, they have given it ... Red Hat is now our backbone. Our business cannot run if Red Hat is not there."

ASHISHKUMAR CHAUHAN
CEO, BSE

Maximize Your Technology Investment

Red Hat® Technical Account Managers (TAMs) are highly technical product specialists who proactively partner with your organization to help you achieve operational excellence with Red Hat enterprise solutions. Your TAM will develop a personal relationship with you in order to understand your unique business needs, to strategically plan deployments and assist with faster issue resolution.

Each TAM has specialized knowledge of a Red Hat product family, including platform, middleware, storage, or one of our cloud portfolio products.

Key benefits of a TAM engagement:

- A direct relationship with a named senior technical resource who has in-depth knowledge of your technical environment.

- Enhanced resources for your IT organization and improved operational efficiency of your technology initiatives.

- Proactive planning and technical reviews to prevent issues before they arise.

- A direct line to the Red Hat engineering organization so you can impact future product features and updates.

- Proactive notifications and resolutions for critical security issues.

- Insight into current and future Red Hat products to plan for and meet your long-term technology goals.

- Collaboration between TAMs and partners to solve technical issues.

Receive Proactive Support, Personalized For Your Organization

Your TAM gives you personalized attention to help you maximize your investment in Red Hat solutions. Regularly scheduled reviews and on-site visits offer the opportunity to form a relationship with your TAM, an adviser and advocate for your organization.

Your TAM provides proactive guidance to help you identify and address potential problems before they occur. Should a problem arise, your TAM engages our best resources to help resolve it as quickly as possible, while minimizing disruption to your business.

TAMs are assigned by matching your technical goals with our engineers' product and industry expertise. Your TAM has specialized knowledge of the Red Hat product families you use and can provide the expertise needed for your unique technical environment.

Your TAM will proactively share technical knowledge with your team through strategic and operational planning sessions over the phone and at regularly scheduled on-site visits. Your team will stay informed with a convenient single point of contact at Red Hat.

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VALUE OF RED HAT

With planning and design help from Red Hat Consulting, Seneca deployed a private cloud infrastructure based on Red Hat CloudForms and Red Hat OpenStack® Platform. To assist with these changes, Seneca engaged a Red Hat TAM who works collaboratively to provide guidance to the college and communication within Red Hat.

Each TAM supports multiple customers during local business hours. Dedicated TAMs are available if you need individual support from a product specialist. Global TAMs are available during all time zones to support you 24x5.

Plan With A Technical Partner Who Is Knowledgeable About Your Ecosystem

Your TAM is uniquely positioned to proactively help you plan the best technical solution that meets your short- and long-term technology goals and mitigates risks to your operational ecosystem.

When you are ready for a new technology solution, your TAM will run periodic supportability assessments to ensure the technology is supportable and aligns to industry standards. Your TAM will also avert issues according to your needs and environment.

In addition, your TAM will give you visibility and access to the latest Red Hat technology and development plans with product betas and personalized roadmaps.

Confidently Deploy The Best Solution For Your Needs

The depth of knowledge that your TAM has—about your technical environment, current and future Red Hat products, and Red Hat vendor relationships—gives you the added advantage of mitigating risks and gaining efficiency with each new deployment.

TAMs use the experience and best practices they learn from similar industries and infrastructures. They collaborate with your team to share that expertise in each unique technical environment to ensure maximum performance and uptime.

Your TAM can also use the operational analytics from your Red Hat Insights subscription to send you periodic risk assessments so you can ensure your environment is secure and protected from known errors. Red Hat Insights is a Software-as-a-Service (SaaS) offering that provides ongoing, in-depth analysis of an organization's Red Hat infrastructure to proactively identify key threats to security, performance, and stability. Red Hat Insights uses intelligent data to pinpoint technical risks and help IT resolve problems before business is affected. By combining granular risk assessment and tailored remediation steps, Red Hat Insights transitions IT from reacting to issues to proactive, intelligent infrastructure management.

Connect To A Network Of Red Hat Experts

Your TAM is a direct link to the support organization and your advocate within Red Hat. With a TAM as your designated resource, you have a single point of contact for access to product management and engineering for prioritizing feature requests and fixes.

Your TAM has an in-depth knowledge of your technical environment, backed by the relationships that Red Hat maintains with more than 2,200 independent software vendor (ISV) partnerships and more than 700 independent hardware vendors (IHVs). If a multi-vendor issue does occur, your TAM becomes the single point of contact for getting a resolution. Visit the Red Hat Customer Portal for more information.

Plan

Best practices
Your TAM is a seasoned professional with a wealth of insight into current industry trends and best practices.

Supportability assessments
Your TAM engages the best minds at Red Hat to validate your plans and configurations through technical review programs.

Specialist engagements
Your TAM has access to key technical talent throughout Red Hat, and can broker direct access when needed.

Early beta access
Your TAM will identify opportunities to impact future product direction and shepherd you through the testing and validation process.

Product enhancements
Your TAM will serve as an advocate, promoting your needs and interests within Red Hat's engineering and product management organizations.

Life-cycle planning
With deep insight into the Red Hat roadmap, your TAM can improve your organization's deployment and patching plans to take advantage of the latest enhancements in new and upcoming products.

Deploy

Strategic cases
Your TAM is automatically engaged in strategic, high-impact cases with designated TAM contacts. They will involve specialists and personally work cases to resolution as appropriate.

Risk assessments
Your TAM will assist you with periodic build supportability checks, helping to identify challenges early on and understand the impact of any differences between your current build and the latest available errata. Your TAM can use Red Hat Insights to uncover vulnerabilities and help you focus on strategic initiatives while prioritizing critical risks.

Proactive notifications
Using an extensive information monitoring network, your TAM will track new bugs, errata releases, hardware and software advisories, new versions, process changes, and more. You will receive proactive notifications of changes that may impact your environment.

Critical situation management
During critical situations, your TAM will coordinate resources, engage specialized expertise, drive the case's technical direction, and advocate for your needs within Red Hat.

Multi-vendor collaboration
Using established, collaborative support agreements (or engagements on an ad hoc basis), your TAM ends finger-pointing and drives support cases to resolution — regardless of the number of vendors involved.

Connect

Sync-up calls
Regular remote sessions with your team gives your TAM a chance to discuss ongoing projects and your organization's priorities and ensure a high level of engagement with Red Hat.

Customer communities
A private collaboration space for your team and your TAM will be hosted on the Red Hat Customer Portal and serve as a central repository for announcements, proactive notifications, meeting minutes, and more.

On-site visits
Your TAM will schedule time on site with your team to understand changes in your environment and business needs. On-site or remote "lunch-n-learn" presentations on a variety of topics are also available.

TAM dashboard
Quarterly dashboard reports from your TAM show important support experience metrics that can identify potential issues and trends in the Red Hat products within your environment.

TAM newsletter and webinars
Our monthly newsletter provides a convenient snapshot of major product milestones, tips and tricks, and more. You can also attend regular technical webinars designed exclusively for TAM customers.

Invitation-only events
Get access to a complimentary one-day event for Red Hat TAM customers to learn from and collaborate with the experts who are at the heart of the applications that your business runs on.

For more information about the Red Hat Technical Account Management offering, visit redhat.com or speak with your sales account manager.

About Red Hat
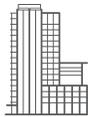
Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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