

ELO BUILDS AGILE I.T. ENVIRONMENT WITH RED HAT TECHNICAL ACCOUNT MANAGER



FINANCIAL SERVICES

SOFTWARE AND SERVICES

Red Hat® Technical Account Manager (TAM)

Elo Servicios, S.A. is Brazil's domestic credit card company. It currently has more than 115 million cards in circulation.

CHALLENGE

- Implement an agile IT architecture to speed time to market and simplify management
- Partner with a vendor with extensive technical knowledge to help guide its infrastructure strategy, including adoption of new tools and technology
- Engage a product specialist who can speed issue resolution by directly supporting its teams and escalate cases when needed

SOLUTION

Elo engaged a Red Hat Technical Account Manager who used a comprehensive view of its strategy to produce a plan to achieve its business objectives. The Red Hat TAM then supported Elo's teams through implementation and delivery of Red Hat technology, including Red Hat Enterprise Linux®, Red Hat OpenShift® Container Platform, Red Hat Ansible® Tower, Red Hat Satellite, and Red Hat Gluster® Storage.

BENEFITS

- Collaborated with a technical resource who can guide planning and efficient delivery of innovative open source solutions to help the company meet its goals
- Gained expert advice on tools to automate infrastructure and processes
- Received prompt responses to issues or questions to help maintain a secure, reliable IT environment

“The [Red Hat] TAM has a detailed vision of the infrastructure and in-depth technical knowledge. He helps us look ahead at the future and the possibilities for the tools in the Red Hat suite to bring efficiency and agility to our delivery.”

ANDERSON AGAPITO
I.T. INFRASTRUCTURE MANAGER, ELO SERVICOS, S.A.

redhat.com/en/success-stories



facebook.com/redhatinc
@RedHat

linkedin.com/company/red-hat

redhat.com
f13336_0718

Copyright © 2018 Red Hat, Inc. Red Hat, Red Hat Enterprise Linux, the Shadowman logo, and JBoss are trademarks or registered trademarks of Red Hat, Inc. or its subsidiaries in the United States and other countries. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.