



# Maximize the Value of Red Hat Solutions

Leverage Red Hat Training and Certification

An IDC InfoBrief, *Sponsored by Red Hat* | June 2018



# Executive Summary

IDC interviewed organizations representing a variety of vertical industries on how Red Hat® Training and Certification impact their IT operations, as well as their ability to support business requirements and new technologies. This document provides a summary from two in-depth IDC studies, one on [the value of Red Hat Training](#) and the other on [the value of Red Hat Certification](#).

## Key benefits when organizations provide Red Hat Training to their IT teams:



**20%**

more efficient infrastructure management



**50%**

faster resolution of help desk issues



**71%**

less unplanned downtime

## Additional benefits are achieved when teams include Red Hat Certified Professionals:



**36%**

more efficient server administration



**61%**

more efficient help desk



**54%**

faster outage resolution

# Benefits to Supporting Business Requirements

From our Training study:

**12% faster  
application  
development  
times.**

From our Certification study:

**142% increase in  
number of new  
features added  
per year.**



Development teams more easily handle new technologies and initiatives such as containerization and DevOps, better supporting business requirements.

# Benefits to Infrastructure Management

From our Training study:

**20% more  
efficient  
infrastructure  
management.**

From our Certification study:

**34% less time  
spent with  
operational  
tasks.**



Less time is spent on day-to-day IT operations, so more time is spent on business value-generating activities and IT innovation.

# Benefits to Business Continuity

From our Training study:

**71% less  
unplanned  
downtime.**

From our Certification study:

**54% faster  
outage  
resolution.**



Training and certification help IT teams make their systems more reliable and fix issues faster.

# Benefits to Help Desk

From our Training study:

**50% faster  
resolution of  
issues.**

From our Certification study:

**61% less staff  
time spent  
overall.**



Help desk teams leverage knowledge and best practices from Red Hat to troubleshoot more effectively.

# Benefits to Staff Productivity

From our Certification study:

**38% faster to reach full productivity.**

**15% longer tenure by certified employees.**



Trained and certified employees ramp up faster and stay with organizations longer.

# Key Takeaways

## Training and certification make IT teams:



**36%**

more productive



**25%**

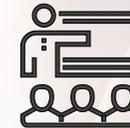
faster to deploy  
compute  
resources



**54%**

faster to resolve  
outages

## Three-year ROI:



**389%**

with training\*



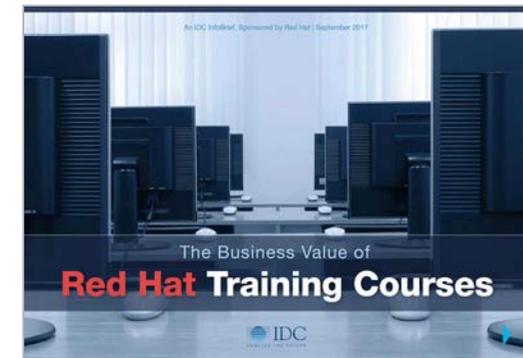
**403%**

with certification\*

\* Further detail on these ROI calculations is available in the complete InfoBriefs for Red Hat Training courses and Red Hat Certification. The results are based on information reported by study participants, and may not be representative of the results all organizations could experience.

# Learn More About the Impact of Red Hat Training and Certification

See or share what IDC discovered in our training and certification studies





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