Red Hat

Increase efficiency and resilience

4 benefits of engaging Dedicated Operations Technical Account Managers

Maintaining stability and prioritizing security in IT environments is a complex, ever-evolving challenge. With the rapid pace of technological advancement and the need to adhere to strict compliance requirements, ensuring resilient infrastructure can be overwhelming.

Red Hat Dedicated Operations Technical Account Managers (TAMs) provide hands-on support, proactive planning, and prioritization, ensuring you have the tools and approaches you need to continually innovate while maintaining regulatory compliance and mitigating risk. This checklist details 4 key benefits of working with a Dedicated Operations TAM to support your Red Hat® solutions.

1   Hands-on support

Dedicated Operations TAMs directly engage with your systems to troubleshoot and resolve issues in real time, ensuring efficiency, precision, and personalized support. They also work with your teams to build in-house skillsets and impart specialized knowledge, tools, and resources to make sure your teams are equipped to handle challenges more effectively.

Dedicated Operations TAMs provide hands-on support and ongoing knowledge sharing, working closely with you to:

▸ Investigate incidents in your live systems without log transfers to Red Hat for faster identification of defects.

▸ Take instant corrective and remediation measures to quickly restore production.

▸ Safely execute prevention and service restoration tasks.

▸ Provide onboarding and enablement workshops to guide your team through support processes and escalation procedures.

▸ Mentor your staff on operational best practices, empowering your organization to prevent downtime caused by human errors.

2   The right credentials

Dedicated Operations TAMs play a critical role in helping organizations mitigate downtime and remain resilient. Your TAM acquires the security clearance levels required by your organization. If you have a specific regulatory context, you can opt to work with a TAM whose certifications, credentials, and experience match your unique needs.

Your Dedicated Operations TAM helps you by:

▸ Maintaining a proactive patching strategy and confirming you have the right tools in place as a barricade against threats.

▸ Providing actionable insights from supportability assessments and offering ongoing support to safeguard against potential risks. This hands-on approach helps you to stay resilient in an ever-changing technology landscape.

▸ Supporting and guiding your teams in implementing the actions recommended by health checks, telemetry analysis, root cause analysis, and supportability assessments.

▸ Assessing gaps in compliance and recommending best practices for data governance and system integrity.

▸ Advising your staff on the continuous improvement of operational policy.

3 On-location assistance

Building and managing applications and IT infrastructure is a complex task for even the most skilled individual or team. A Dedicated Operations TAM helps organizations by providing dedicated assistance for complex technology systems, with the added benefit of location optionality. This ensures rapid issue resolution, reduces downtime, and helps organizations maximize operational efficiency.

By providing on-site assistance for your datacenters, your Dedicated Operations TAM can:

▸ Closely monitor systems to identify potential issues, ensuring smooth operations.

▸ Guide you to fine-tune your infrastructure and recommend best practices, reducing the likelihood of system failures or performance bottlenecks.

▸ Better diagnose potential problems and accelerate service restoration, as on-site support reduces communication barriers.

▸ Perform regular system reviews and health checks to keep your systems running at peak efficiency. This reduces the risk of unplanned downtime due to neglected updates or misconfigurations.

Alternatively, you can opt for a fully remote TAM service to minimize facility access concerns and ensure continued support for your systems irrespective of conditions on the ground.

4 Dedicated technical support

Your Dedicated Operations TAM serves as a single technical point of contact that helps you plan, deploy, and safeguard Red Hat software more successfully. With a Dedicated Operations TAM, you can be assured that critical technology incidents are handled by dependable product experts with deep knowledge of your environment and your teams.

With a Dedicated Operations TAM, you gain a single point of contact for guidance and support, which can help your organization by:

▸ Preventing issues before they occur with proactive planning, product roadmap meetings, and supportability reviews.

▸ Supporting you through routine iterative system maintenance, including evaluating system patch status. A Dedicated Operations TAM can guide patch applications based on your specific operational requirements and patching policies.

▸ Connecting you to Red Hat technical experts. Your TAM promotes your needs and interests within Red Hat engineering and product management teams.

▸ Providing expert guidance to make sure you feel confident in your Day 2 operations and that you are extracting the maximum value from your existing Red Hat investments.

Gain the technical expertise you need to operate efficiently

Explore additional benefits of Red Hat Technical Account Management and connect with a Red Hatter directly.

About Red Hat

Red Hat helps customers standardize across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with award-winning support, training, and consulting services.

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