Red Hat

Maximize your Red Hat platforms

Get the specialized support you need with a Technical Account Manager

Red Hat® Technical Account Management for Red Hat platforms can help you maximize the benefits of your Red Hat Satellite, Red Hat Identity Management, and other platform tool sets based on Red Hat Enterprise Linux®. By following an open source process and mentor-based strategy, Technical Account Managers (TAMs) make sure your teams have the tools they need to build and manage your operating environment with greater agility, which can give you a competitive advantage.

This checklist outlines 4 key benefits of partnering with Red Hat Technical Account Management to maximize the value of your Red Hat subscriptions.

---

1 Accelerate your standardization journey with strategic guidance

Working with a Red Hat platform TAM allows you to optimize, modernize, and scale your infrastructure more efficiently, so you can focus your efforts and resources on your core priorities. A TAM can help you accelerate your path to successful standardization on Red Hat Enterprise Linux by providing strategic advice, comprehensive guidance, and always-on support.

A TAM can help you on your path to standardization by:

▸ Providing long-term, technical assistance on Red Hat platform technologies regarding the design, installation, configuration, production operations, and upgrades in the context of infrastructure solutions.

▸ Becoming deeply familiar with your environment and giving visibility into future Red Hat projects to help with planning.

▸ Sharing knowledge and best practices around building, managing, and automating your IT infrastructure successfully and safely.

2 Accomplish more while prioritizing security and stability

When you are working on business-critical initiatives with the potential to impact both internal operations and customer experience, the expertise of a TAM can help mitigate risk and increase confidence in the security of your infrastructure. TAMs use their expertise to provide context, proactive planning and patching, and prioritization for your security concerns.

TAMs provide you with the technical expertise you need by:

▸ Proactively analyzing the health and supportability of your infrastructure, identifying weaknesses, and taking remediation actions to reduce and prevent the risks of outages.

▸ Helping you quickly recover from production incidents, improve resilience, and increase uptime.

▸ Understanding your current build, reviewing the latest available errata, and highlighting changes that may have an impact on your business.

▸ Using Red Hat Insights to uncover vulnerabilities, and connecting data points to help you make strategic decisions while prioritizing overall security.

3   Gain a personal advocate

Your TAM serves as a single point of contact you can reach out to at any time—a trusted customer advisor that advocates your needs internally across Red Hat to ensure success. They build strong, long-term relationships with your team to create a positive experience and make sure you are supported through every step of your Red Hat journey.

With a platform TAM, you gain both an advocate and an advisor, allowing you to:

▸ Get the maximum value from your existing Red Hat investments. TAMs identify issues earlier, provide efficient resolutions, and help you take advantage of the latest platform-related product enhancements.

▸ Resolve complex, time-sensitive issues more readily and prevent recurrence.

▸ Gain a stronger voice with Red Hat's product and engineering teams, as your TAM advocates for your future product needs.

4   Receive proactive issue resolution

Red Hat platform TAMs partner with you to resolve potential problems before they occur, minimizing disruption and freeing you to focus on your key business challenges.

Adding a TAM to your platform subscriptions ensures you have a single point of contact that will help you with:

▸ Preventing issues when you deploy Red Hat Enterprise Linux (via beta testing, bug/feature escalation, and resolution).

▸ Driving product roadmap and lifecycle planning, making sure you are using the versions required to keep your Red Hat infrastructure installation supported and properly integrated with third-party solutions.

▸ Building up the skills and knowledge of your teams by delivering tutorials, presentations, and hands-on workshops on Red Hat technologies, processes, and culture.

Amplify the value of your subscription with a platform TAM

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.

f facebook.com/redhatinc
𝕏 twitter.com/RedHat
in linkedin.com/company/red-hat

North America	Europe, Middle East, and Africa	Asia Pacific	Latin America
1 888 REDHAT1	00800 7334 2835	+65 6490 4200	+54 11 4329 7300
www.redhat.com	europe@redhat.com	apac@redhat.com	info-latam@redhat.com