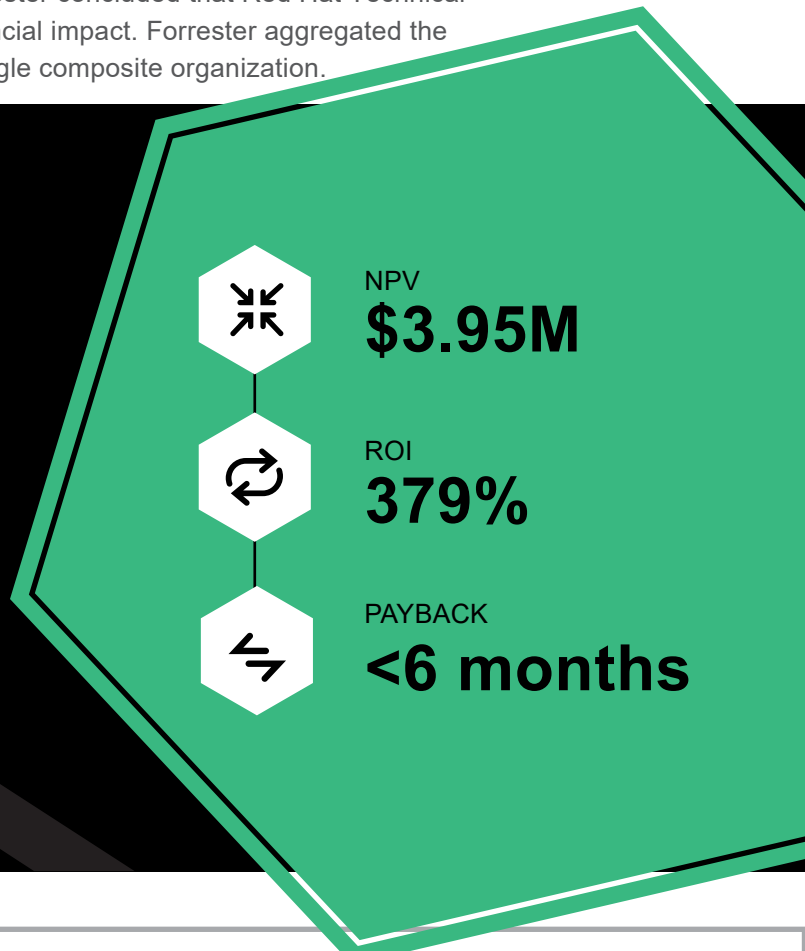
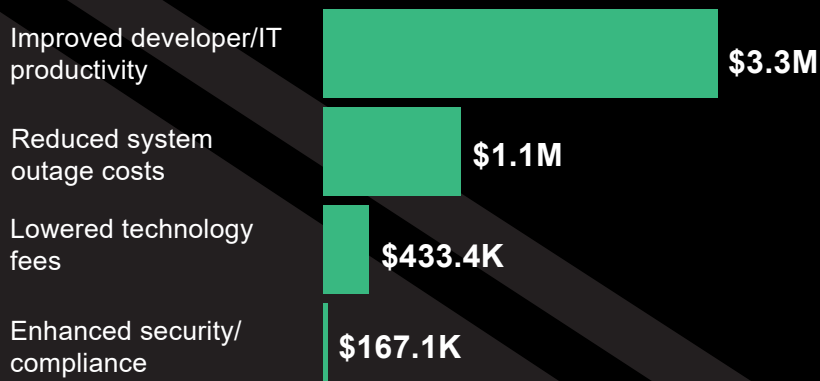


# The Total Economic Impact™ Of Red Hat Technical Account Managers

Through four customer interviews and data aggregation, Forrester concluded that Red Hat Technical Account Managers (TAMs) have the following three-year financial impact. Forrester aggregated the interviewees' experiences and combined the results into a single composite organization.

## SUMMARY OF BENEFITS

Three-year risk-adjusted



## RED HAT TECHNICAL ACCOUNT MANAGERS BY THE NUMBERS\*

- 67%** reduction in system outage time
- Developers saved **40%** of time with TAM guidance
- \$79,035** in security cost reduction annually

\*Based on the composite organization.

## VOICE OF THE CUSTOMER

“By explaining a problem to our TAM, we don’t have to engage so many people, escalate to upper management, or hire local vendors to help. We have an open communication channel.”

Application architect, financial services

“We just felt it was valuable to have someone within Red Hat to help us navigate and to bring us a little bit closer to what’s going on in the company...what’s new and in development, what’s on the road map.”

Senior manager and infrastructure systems engineer, healthcare



Read the full study

This document is an abridged version of a case study commissioned by Red Hat titled: The Total Economic Impact Of Red Hat Technical Account Managers, March 2023.

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Commissioned By

