

Sponsored by: **Red Hat****Authors:**Harsh Singh
Elaina Stergiades

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Business Value
Highlights432% three-year
ROI2 months
to payback43% faster
to market with new
products/services43% more
productive IT infrastructure
management teams32% more
productive application
management40% faster
deployment of new server
resources41% more
efficient application environment
management teams24% more
efficient IT security teams93% reduction
in unplanned downtime10% more
productive end users

The Business Value of Red Hat Technical Account Management Services

EXECUTIVE SUMMARY

With a growing number of demanding business users, IT organizations must adopt new technologies that can integrate with legacy systems for core business processes. Delivering high-quality IT services while operating these complex multicloud environments can be very difficult, even for accomplished IT organizations.

To combat these challenges, many CIOs look to their software providers for help in redirecting time and resources away from “keeping the lights on” to more strategic and innovative initiatives. Support offerings such as Red Hat Technical Account Management (TAM) services can help optimize existing IT operations, deliver an improved customer experience, and speed the time to value of complex multicloud environments.

Red Hat Technical Account Management is designed for customers that require the highest available level of support to maximize their return on investment (ROI) in Red Hat technology and products. IDC interviewed multiple organizations that were utilizing Red Hat TAM services and applied the resulting survey data against a business value formula to arrive at quantified and verifiable benefits. IDC notes that these organizations were realizing significant benefits by leveraging TAM services to optimize their existing Red Hat IT infrastructure and application development environments. Based on IDC’s calculations, these organizations were realizing discounted benefits worth \$1.81 million per organization per year and a 432% ROI by:

- » Fostering more efficient IT infrastructure and security management using specialized expertise and strategic planning
- » Optimizing the performance of all Red Hat software in play and allowing more productive application management
- » Increasing better end-user productivity, leading to less incidences of unplanned downtime
- » Ensuring that IT can help line-of-business (LOB) units operate more effectively in pursuit of business goals and speed time to market for new products and/or services