



Global Services & Support for Red Hat Enterprise Linux

A resources guide for technical support and guidance

Agility and increased velocity of your teams while improving operational efficiency

Red Hat® Global Services & Support for Red Hat Enterprise Linux® has the training, consulting, and mentoring expertise to enable your journey to an open hybrid cloud. Whether enabling self-service IT, improving time-to-market, reducing operating costs, or improving reliability, Red Hat offers the training, consulting, best practices, and methodologies to empower your organization

“We want to go on this digital transformation journey with a partner that can help us create the platform that we need—sharing code, information, and ideas. Using open source implies the use of common standards that guarantees platform stability.”

José María Ruesta
Global Head of Infrastructure,
Service, and Open Systems
BBVA

Build, enable, and scale with Red Hat Consulting

We partner with you to deploy and scale existing applications. —and roll out emerging technologies—across bare-metal, virtual, container, and all types of cloud environments. When you work with Red Hat Consulting, you’re benefiting from decades of open-source expertise. We help your organization accelerate digital transformation through an integrated approach using open source tools, processes, and strategies for measurable metrics-driven results.

Red Hat Consulting can help

Value of a Red Hat TAM

- 432% return on investment over 3 years
- 43% faster time to market with new products

Source: Singh, Harsh, and Elaina Stergiades.

[“The Business Value of Red Hat Technical Account Management Services.”](#)

IDC, sponsored by Red Hat,
March 2020.

Stabilize for growth with Red Hat TAM

Work with a single technical point of contacts and expert Red Hat Enterprise Linux support with Technical Account Management (TAM)

TAMs are your single technical point of contact helping you plan, manage upgrades, migrate, and expand deployments on Red Hat Enterprise Linux more successfully. Partner with a TAM who has a clear focus on business impact and agility to create a robust, scalable system that is fast-iterating for continual evolution.

Connect with a technical adviser

Business value of Red Hat training

- 365% return on investment (ROI) over three years
- Savings to US\$1.25 million over three years
- Boost DevOps team productivity 44%
- Boost IT infrastructure team productivity 34%
- Deploy new IT resources 59% faster

Source: Cushing Anderson, and Matthew Marden "[How can Red Hat training impact your business?](#)"

IDC, sponsored by Red Hat, January 2021.

Develop skills with Red Hat Training

High-performing teams built for innovation with Red Hat Training skills paths for all levels of experience on RHEL. Our comprehensive curriculum delivers real-world skills development, built using customer use cases and input from Red Hat's support team and field personnel.

Get started on the RHEL skills path

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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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