



RED HAT TECHNICAL ACCOUNT MANAGEMENT

MAXIMIZE YOUR TECHNOLOGY INVESTMENT

Red Hat Technical Account Managers (TAM) extend Red Hat's technical support benefits by giving customers direct access to a designated senior technical resource. That TAM works collaboratively with your IT organization on strategic planning for successful deployments and in connecting your team to our network of relationships (both internal and external) to help you realize optimal performance and growth.

The TAM service provides proactive guidance from a designated technical support engineer who has in-depth knowledge of your unique technical environment, of industry best practices, and of current and future Red Hat products.

Key benefits

- Gain a direct relationship with a senior technical resource who has an in-depth knowledge of your technical environment
- Prevent issues before they arise with proactive planning and technical reviews
- Gain visibility into current and future Red Hat products to plan for and meet your long-term technology goals
- Receive priority access to product feature requests and fixes
- Enhance the resources of your IT organization to gain efficiency in the operational execution of your technology initiatives
- Build a relationship with an adviser and advocate through regularly scheduled reviews and on-site visits

PROACTIVE SUPPORT

Your TAM is dedicated helping you maximize your investment in your Red Hat solutions. Your TAM provides proactive advice and guidance to help you identify and address potential problems before they occur. Should a problem arise, we engage our best resources to help resolve it as quickly as possible and minimize disruption to your business.

PERSONALIZED FOR YOUR ORGANIZATION

Your TAM is assigned by matching your technical profile with our engineer's product and industry expertise. That person then shares knowledge with your team through strategic and operational planning sessions over the phone and at regularly scheduled on-site visits.

Your team will stay informed by having a TAM who owns all of your support issues and makes recommendations on system performance for ongoing improvements.

PLAN

Plan with a technical partner knowledgeable of your ecosystem

Your TAM is uniquely positioned to work with you to proactively plan the best technical solution that meets your short-and long-term technology goals and mitigates risks to your current ecosystem.

When you are ready to plan for a new technology solution, your TAM will conduct architectural reviews to assess the best course of action and to avert issues according to your needs and environment.



Plan with a technical partner knowledgeable of your ecosystem



Deploy with confidence in the best solution for your needs



Connect to the network of Red Hat relationships



Your TAM also gives you visibility and access to the latest Red Hat technology and development plans with product betas and personalized roadmaps.

DEPLOY

Deploy with confidence in the best solution for your needs

The depth of knowledge that your TAM has of your technical environment, of current and future Red Hat products, and through Red Hat vendor relationships gives you the added advantage of mitigating risks and gaining efficiency with each new deployment.

TAMs are able to leverage their experience and best practices knowledge of similar industries and similar infrastructures. They apply that expertise in each unique technical environment to ensure maximum levels of performance and uptime.

CONNECT

Connect to the network of Red Hat relationships

Your TAM is your direct link to the support organization and is your advocate within Red Hat. With a TAM as your designated resource, you have a single point of contact for access to product management and engineering for prioritizing product feature requests and fixes.

Your TAM has an in-depth knowledge of your technical environment, backed by the relationships that Red Hat maintains with more than 2,200 Independent Software Vendor (ISV) partnerships and 700+ Independent Hardware Vendors (IHV). If a Red Hat product and a multi-vendor issue do arise, your TAM is your single point of contact for getting a resolution.

SUBSCRIPTION FEATURES	TAM ADDED VALUE	STANDARD
Single point of contact to a senior support engineer (direct phone/ email access)	✓	
Technical adviser with knowledge of a customer's unique environment	✓	
Proactive planning resource	✓	
Customer advocate to Red Hat Product Management and Engineering	✓	
Weekly review calls	✓	
Quarterly performance metrics	✓	
Bi-annual onsite visits	✓	
TAM Newsletter access	✓	
Coordination of multiple vendor issues	✓	✓
Red Hat Customer Portal	✓	✓
Red Hat Certified Products	✓	✓
Software updates	✓	✓
No vendor lock-in	✓	✓
Red Hat Network	✓	✓
24x7 Support	✓	✓
Long term stability	✓	✓
Legal assurance	✓	✓
Access to roadmaps and betas	✓	✓

Visit the Red Hat Customer Portal for more information.
Plan | Deploy | Connect - access.redhat.com

RED HAT SALES AND INQUIRIES

NORTH AMERICA
1-888-REDHAT1
www.redhat.com
sales@redhat.com

EUROPE, MIDDLE EAST AND AFRICA
00800 7334 2835
www.europe.redhat.com
europe@redhat.com

ASIA PACIFIC
+65 6490 4200
www.apac.redhat.com
apac@redhat.com

LATIN AMERICA
+54 11 4329 7300
www.latam.redhat.com
info-latam@redhat.com