Advanced Cluster Management Pilot

Red Hat Consulting can help clients accelerate the adoption of Red Hat Advanced Cluster Management for Kubernetes (RHACM) to manage multiple Kubernetes clusters, including competitors' clusters, from a single pane of glass. The services would be compelling for IT Architects and System Administrators dealing with large and complex Kubernetes cluster deployments.

Client Outcomes

- Save resource time with effortless deployment, monitoring, and scaling of clusters across multiple environments
- Policy driven governance, risk, and compliance of the Kubernetes domain
- Perform automated actions at day zero, day one, when deploying and updating applications, and at other critical moments
- Manage multiple containerized environments at scale across multi-cloud and hybrid cloud environments

Advanced Cluster Security Pilot

This solution helps client organisations to securely build, deploy, and run cloud-native applications anywhere. Red Hat Advanced Cluster Security is a Kubernetes-native security platform, equipping organisations to more securely build, deploy, and run cloud-native applications. The solution helps protect containerised Kubernetes workloads in all major clouds and hybrid platforms by integrating with your CI/CD pipelines and image registries to provide continuous scanning and assurance.

Client Outcomes

- Advanced Cluster Security for Kubernetes operationalisation - Including planning, installation, client environment integration, and CI/CD integration
- Improvement of security and compliance monitoring and remediation of kubernetes clusters

App Migration and Modernisation Accelerator

Reignite your OpenShift and application modernisation journeys with this six week accelerator engagement which creates OpenShift champions within the client's, migrations patterns for teams to quickly migrate to OpenShift, metrics, showcasing what was achieved with OpenShift, and the foundations of an adoption core team and Community of Practice to accelerate migration and modernisation to containers and OpenShift

Client Outcomes

- Application teams are enabled to be successful on Red Hat OpenShift , including: migrating and modernising existing applications and services; building and deploying new greenfield applications and services; and integrated developer tooling with fast inner loop feedback
- Operational efficiencies from having a wider variety of applications (from cloud-compatible to cloud-native) running on the same, standardised platform, relative to what was possible in the client's existing platform
- Increased agility by refactoring apps and CI/CD pipelines to more modern cloud native approaches
- A unified and consistent, open based platform that is easier to manage, maintain, and upgrade, providing the flexibility to take ownership of their IT environment

Application Migration Factory

This solution is designed to take smaller steps towards a larger modernisation initiative by demonstrating value quickly and helping the customer build culture, promoting thought leadership through the journey. Large scale app modernisation can be the impetus for Transformation or a component of an existing strategy.

Client Outcomes

- Achieve lower operational cost, reduced risk, increase developer productivity, and have higher quality applications.

- Maximise the value of OpenShift after migrating workloads from legacy platforms
- A smarter migration model with each iteration helping clients avoid common complexities associated with large scale migrations.

Cloud Services Labs Residency

The Cloud Services Labs offering combines elements from the success of the Open Innovation Labs Residency with the market need for Cloud Services in a new offering that merges the best of both worlds in order for clients to get business results as fast as possible.

Many clients already know the value of Cloud but few are able to pilot and scale and expand their product visions to realise business value from their Cloud investments. Let us help you bring capacity, faster business development and co-creation into your Managed Cloud Services environment, including ARO, ROSA and OpenShift Dedicated.

Cloud Services Pilot

Driving client adoption of Red Hat OpenShift Cloud Services including ARO and ROSA with a Production-ready pilot.

Red Hat has the Consulting, Training, and Technical Account Management know-how to enable a client's journey to Cloud services. Whether optimising application delivery, adopting cloud native development practices, or building intelligent applications to enhance and tailor your partner experience, Red Hat is here to help.

Generative AI Incubator

Provides the necessary tools, automation and infrastructure to enable clients to experiment with generative AI based solutions e.g. ChatBots, Virtual Assistants. A key focus area is assisting clients in deploying the outcomes of their experiments into Production environments.

Generative AI is emerging as the most innovative technology in a decade. Clients are experimenting in this area, often in an ad-hoc manner but struggle to turn these experiments into something that adds value to their business. The Gen AI arena is emergent in nature with new techniques and tooling constantly being developed. Red Hat Consulting can assist clients in harnessing these tools and techniques into a consistent platform to facilitate experimentation in a reproducible and automated manner. A key aspect of this approach is to ensure that any outcomes can be productionised in a secure, safe and repeatable manner to generate business value.

Client Outcomes: ChatBots - Retrieval Augmented Generation

- Ability to use the latest Gen AI techniques e.g. Retrieval Augmented Generation (RAG).
- Ability to experiment with different Gen AI Models and prompts.
- Ability to secure Gen AI against common malicious attacks e.g. prompt injection.
- An awareness of the cost and effort to scale Gen AI model serving infrastructure to handle expected loads.

Client Outcomes: LLM fine-tuning on customer data

- Ability to generate or pre-process data sets to feed into fine-tuning processes.
- Ability to efficiently fine-tune Gen AI Models for their needs.
- Serving resultant fine-tuned LLM.

Kubernetes Migration to OpenShift

This offering helps clients migrate from an existing Kubernetes deployment to OpenShift 4.x. Source Kubernetes clusters include anything that Migration Toolkit for Containers support including but not limited to:

- OpenShift 3
- VMware Tanzu Kubernetes
- Hyper-scaler xKS (AKS, GKE, EKS)
- DIY self deployed raw Kubernetes. This solution includes:

    - Installing OpenShift 4.x cluster(s) on premise or in a hyper-scaler
    - Operationalising OpenShift 4.x
    - Migrating Kubernetes based containerised workloads from source Kubernetes clusters to destination OpenShift 4.x clusters, using the MIgration Toolkit for Containers

Client Outcomes

- A Production-ready OpenShift v4.x environment and migrated apps with relatively low investment through an incremental and modular approach
- Enhanced delivery pipelines giving deployment teams flexibility and capitalising on infrastructure as code
- Applications migrated to Production environments seamlessly, with gains in operational flexibility

MLOps Foundation

Provides the critical tools necessary to operationalise AI/ML models. Red Hat Consulting works with clients to determine the tools needed, and with the Operations team to install, configure, and size environments appropriately.

OpenShift AI Pilot

A platform that enables the entire organisation to access the tools and compute necessary to build high quality Machine Learning models. Build a scalable and robust AI/ML platform with Red Hat OpenShift AI Pilot, including all necessary tools integrated.

Red Hat brings a rich experience of infrastructure management and expertise in data science to help provide a foundational platform for training and deploying machine learning workloads. Red Hat Consulting services can help clients to deploy and manage Red Hat OpenShift AI (RHOAI), and integrate with other data science tools to get the most out of your technology.

OpenShift Container Platform Fast Start

An entry point for a Container Adoption Journey, designed to install and configure OpenShift to kick-start the client's container efforts.

Client Outcomes

- A working cluster with the following takeaway: OpenShift is “easy”
- Client is enabled to implement OpenShift Installations themselves
- OpenShift is validated as a viable platform

OpenShift Container Platform Pilot

This pilot for OpenShift Container Platform (OCP) enables clients to get started with OpenShift no matter their experience level. Primary outcomes include enabling clients to containerise their apps and prepare them for deployment to OpenShift and Kubernetes, automating their release engineering (CI/CD) processes, learning to declaratively operate OpenShift and onboarding their developer teams using GitOps.

Client Outcomes

- OpenShift container platform operationalisation - Including planning, installation, client environment integration, and maintenance
- Containerised existing container-ready client applications
- Update and operate release engineering workflows to work with container integration, delivery, and deployment

OpenShift Health Check

An OpenShift Health Check is a Red Hat Consulting-led assessment and examination of the state of a client's OpenShift ecosystem. Clients typically purchase Health Checks engagements to validate their platform implementations, and to highlight any recommended mitigations or improvements to ensure secure, stable and supported components.

Client Outcomes

- Identifying potential gaps within the cluster, be these technical or non-technical related
- Ensures platform readiness to support upgrades, make significant configuration changes, and/or prepare for platform migrations

- Restored confidence and/or remediation after a major outage

OpenShift Platform Plus Pilot

An aggregation of solutions in support of OpenShift Platform Plus (OPP), which includes tasking for Advanced Cluster Manager (ACM), Advanced Cluster Security (ACS), OpenShift Data Foundation (ODF), and Quay.

Client Outcomes

- ACM - Advanced hybrid cloud foundation management tools providing centralised visibility across the hybrid cloud
- ACS - Kubernetes-native security with integration across the hybrid cloud resulting in elevated multi-cluster security
- Quay - Global application and container registry with security scanning services resulting in a more secure codebase
- ODF Essentials - Consistent cluster data management for container workloads

OpenShift Security Assessment

Help clients understand, plan, and move toward the successful adoption of security practices, while using different tools such as OpenSCAP and the OCP Compliance Operator.

OpenShift Virtulisation Assessment

Giving clients a framework for realising value faster with the OpenShift Virtualisation Assessment. The services map defines virtualisation adoption milestones on the pathway to Production, and includes an optional application modernisation effort for VM-based workloads. This assessment engagement tailors the roadmap for each client according to their individual requirements and objectives.

Client Outcomes

- Client has a roadmap for the migration from current virtualisation platform to Red Hat OpenShift Virtualisation

- Client has understanding of OpenShift Virtualisation capabilities as they relate to existing virtualisation solution
- Client has high-level design for future state virtualisation platform

OpenShift Virtulisation Pilot

This Red Hat Consulting offering assists organisations to begin their migration efforts of virtual machines within a container platform. It involves an initial deployment of Red Hat OpenShift Virtualisation on bare metal, configured in a way to meet the organisation's requirements as well as to create an established pattern for future virtual machine migrations. The solution is built in modular fashion to accommodate different starting points from clients new to OpenShift or already capable with the operation of OpenShift.

Client Outcomes

- Reduced complexity by using OpenShift as one unified application platform for all workloads including virtualised applications
- Application consistency & reliability (operational efficiency) by automating VM lifecycle with GitOps, often referred to as“infrastructure as code”
- Protect applications running at scale without slowing development or increasing operational complexity

Pivotal Cloud Foundry to OpenShift

Pivotal Cloud Foundry to OpenShift solution provides organisations with a phased approach to migrating from Cloud Foundry, including Pivotal Cloud Foundry (PCF) and IBM Cloud Foundry, to Red Hat OpenShift. With a focus on developer and operator experience, minimal disruption to apps and teams during migration, and a unified, simplified experience for operators.

Client Outcomes

- Solving the PCF platform obsolescence risk
- Operational efficiencies from having a wider variety of applications (from cloud-compatible to cloud-native) running on the same, standardised platform, relative to what was possible in PCF

- Increased agility by refactoring apps and CI/CD pipelines to more modern cloud native principles
- Increase application density made possible by container and container orchestration platform. Potentially even amplified by migrating to more compact language runtimes such as Quarkus
- Increased application portability across different Kubernetes distribution

SRE Foundation

This solution helps our clients build a culture of SRE (Site Reliability Engineering). SRE is a DevOps methodology that includes organisational and operational best practices focused on balancing the competing needs of developer team velocity and operational reliability. The solution is designed to mentor SRE methods starting with a sample containerised application, and concluding with the practical application of those SRE methods to the client's own application.

Client Outcomes

- Reduced volume of reactionary administrative events and increased focus on user experience through observability, standardisation and automation
- Accelerated infrastructure and application deployment cycles to keep pace with internal and market demands
- Improved infrastructure reliability, resiliency, and security

Ansible Automation Platform Fast Start

An entry point for Ansible Automation Platform (AAP), designed to install and configure the product to kick-start the client's automation efforts.

A journey of a thousand miles begins with a single step, and when it comes to your journey to adopting automation, that first step is having the place to run automation from. The Ansible Automation Platform provides the infrastructure necessary to start this journey, and the Ansible Fast Start Consulting solution provides the confidence in the installation and configuration to start this journey on the right foundations.

Client Outcomes

- Installed and configured Ansible Automation Platform with confidence to scale out
- Demonstration of automation working in the customer environment
- Provide a reference demonstration to kick-start automation efforts for the client's wider business

Ansible Automation Platform Migration

This engagement migrates clients running on Ansible Tower or community Ansible AWX to the latest version of Ansible Automation Platform.

If you're using automation infrastructure with limited prospects for the future, work with Red Hat Consulting to migrate old tooling to a recommended-practice installation of Ansible Automation Platform. We help you to move quickly in order to realise return on investment sooner, and to do so confidently with the mentorship of experts.

Client Outcomes

- An AAP installation running in production with best-practice architecture
- Representative playbooks from the old installation running on the new AAP installation

Ansible Creator Hub

This solution is designed to make adoption simple for clients who are growing their use of Ansible across their enterprise. This engagement uses a hub and spoke model with an emphasis on the creation of a shared development environment (hub) with preconfigured tools that enable rapid onboarding and improved code quality as part of supporting one customer team's automation needs (spoke). Additional use cases can be added quickly and cost effectively with the prerequisites already in place.

If you have multiple teams interested now or in the future for automation, it doesn't make sense to have each team spending time and resources building and maintaining the development infrastructure more than once. A better approach is to invest once in a common developer environment. Not only does this reduce the costs it also centralises the innovation. Having a common development

platform increases the code quality of all their developers and establishes common standards and governance policies. Enabling automation developers to focus on their code rather than the dependencies needed to start.

Client Outcomes

- Improved time to value for automation efforts and reduced complexity for onboarding teams and individuals
- Reduction in costs to adopt and scale automation efforts
- Greater consistency and reliability of automation code quality
- Improved automation developer experience and governance

Automation Community of Practice

The solution consists of an engagement wherein Red Hat Technical Account Management and Global Learning Services staff, in partnership with a Consulting Engagement Lead, seed and cultivate a client Community of Practice (CoP) around the topic of automation. Over the course of the engagement, the delivery consists of multiple workshops, guidance on community governance, a calendar of internal and external events, such as AnsibleFest and Red Hat User Group (RHUG) meetings, and the methodical enablement and mentoring of customer staff.

The Automation Community of Practice creates the place to foster cross-department, open conversation that values sharing about innovative ways to integrate automation technology, new tooling in the automation space, and its application within the organisation's technical ecosystem. This community saves your organisation time and bolsters efficiency when innovating new automation solutions, while creating an engaging associate base to align and promote new ways to adopt automation. This allows for knowledge and learnings to become more visible, available, and consumable across the organisation. As your automation strategy grows, your community also continues to evolve to ensure you're driving toward the same organisational goals.

Client Outcomes

- Greater automation agility, through improved communication and the validated implementation of automation strategies and tooling

- Faster innovation as automation ideas from both inside and outside the organisation receive more equitable consideration and rapid experimentation
- Increased engagement as members see and share more and realise the automation CoP is the place for rapid information sharing to get questions answered and “just-in-time” support
- Transparency as team members and organisations openly share what they are working on to ensure faster decision-making understanding and avoid redundancy of efforts

Automate RHEL Patching and Compliance

Effectively manage, automate, and monitor the deployment of Red Hat Enterprise Linux (RHEL) updates, CVEs, and OpenSCAP compliance profiles across large, complex IT environments.
This Red Hat Consulting solution is centred around enforcing standardisation and compliance to ensure systems are running with the latest patches. The solution involves automating RHEL patching with Red Hat Ansible Automation Platform and Red Hat Satellite.

Automation Health Check

Provides expert guidance and recommendations for Automation in-line with Ansible Automation Platform recommended practices in order to help clients understand where road-blockers and opportunities might be on their automation adoption journey. This series of architecture review workshops is meant to uncover technical, procedural, and organisational challenges, and to offer directions on how to address them.

You might have started your automation journey but are wondering if you are getting the most of your investment, where blockers might be hidden, if your approach and implementation are sound, or where they could be improved. Allow one of our experienced automation architects to connect with your team, review

all aspects of your automation environment, and offer improvement recommendations based on our experience across hundreds of clients across the globe. Let us give you confidence that your automation is well understood and has a bright future in providing ever greater value.

Client Outcomes

- An analysis of the state of your automation approach with concrete recommendations
- Visibility towards your stakeholders where effort is required for a successful automation strategy

Automation Accelerators

6-week to 8-week limited scope engagements to accelerate automation of typical use cases (SOE, Networking, Operations, and Compliance). Requires a pre-existing, known-good Ansible Automation Platform architecture installed via Smart Start engagement or verified via a Red Hat Architectural Review.
These are team-centric tactical solutions to automate particular tasks. These are not the transformative journeys or staff augmentation. Accelerators are fast time to value automation engagements that can help clients show a return on investment on their automation plans before investing into larger scale automation solutions.

Event Driven Ansible Pilot

This solution is designed to introduce Event-Driven Ansible to an existing Ansible client. This engagement builds off existing Ansible automation content the client has already created and uses, and introduces Ansible rulebooks to run this automation based on an event rather than a manual request.
Automation has greatly reduced the time necessary to complete tasks, but still these tasks often require manual identification, intervention and execution to resolve issues. This can cause reduced productivity through constant context-switching, or worse, after-hours or on-call work to resolve. Event-Driven

Ansible can help fill that gap, analysing event sources and automatically running automation to resolve issues, no human input required.

Client Outcomes

- Reduce event response time for tracked event sources
- Reduce overall number of tickets/event responses
- Automate decision making for repeatable and known tasks
- Enable client to continue creating further rulebooks and enhance their automation processes

Exo-Migrations to Ansible Automation Platform

Exo-migrations are migrations from a non-Red Hat automation technology (e.g. Chef, Puppet, SaltStack, CFEngine,...) to Red Hat Ansible Automation Platform (AAP). The purpose of this Red Hat Consulting engagement is to help clients start this migration process.
The Exo-Automation Migration helps you understand the implications of migrating from your current automation tool to AAP, from a feasibility, time and effort perspective, provides an automation platform as basis for your migration, and gives your team hands-on experience with AAP and Ansible technologies. You'll have the necessary information to be able to decide if you continue the migration on your own, or with Red Hat Consulting supporting you on your further automation journey.

Client Outcomes

- Proof-of-concept for the migration from their current automation tool to AAP based on pre-identified use cases
- Draft plan and effort estimate for the complete migration
- Ansible Automation Platform setup and ready to take on more migrated workloads

Standardise and Automate Network Configuration

This engagement is designed to help organisations transition from their current network configuration approach to an effective, efficient automated approach. Using Red Hat Ansible Automation, Red Hat works with organisations to create a strategic approach and framework for standardising and automating network configuration. This holistic foundation uses shared language and processes standardised across vendors, devices, and versions, making them self-documenting, scalable, and repeatable.

Client Outcomes

- Reduce time for change from days to hours and eliminate human error by simultaneously configuring across 100s of end-points
- Increased efficiency by combing and executing complex configuration procedures across environments
- A central source of truth to track and manage configuration rollout, drift, patching, and compliance

Convert to RHEL From CentOS and Oracle Linux

This engagement supports clients with CentOS to Red Hat Enterprise Linux Migration Assessment carried out by Red Hat Consulting.

Client Outcomes

- Confidently run critical workloads on a stable, high-performance platform, anywhere in the hybrid cloud
- Preserved configuration with built in fail-safe and disaster recovery

Edge Platform Pilot

Deploy and operationalise a multi-tiered “proof-of-technology” LAB platform to support subsequent onboarding and operationalization of industrial edge workloads.

Client Outcomes

- Faster data-driven operational outcomes by analysing data locally, bypassing the latency and bandwidth limitations of centralised compute, and helping make critical decisions faster
- Better consumer experiences by placing applications and data closer to them and providing real-time engagement that supports new revenue streams, ultimately resulting in a competitive advantage
- Compliance with data residency and sovereignty requirements when local or regional rules and regulations prohibit the movement of sensitive data

Edge Platform Architecture Review

Red Hat Consulting Architects will help clients solve their remote office Edge use cases by demonstrating an opinionated solution for deployment and management of edge workloads in a Red Hat environment. The demo environment will use OpenShift, RHACM, Ansible and GitOps approach.

Client Outcomes

- Flexibility to change OpenShift environments at scale
- Resilience - able to quickly recover from configuration errors and security risks
- Responsiveness - Ability to spin-up and tear-down clusters on-demand

Navigate to Zero Trust Architecture

Red Hat has a long history of providing trusted Consulting solutions to address enterprise risk. While the Zero Trust term has gained recent popularity, Zero Trust concepts are not new to Red Hat. The Red Hat approach to Zero Trust includes an initiative to reshape client-facing material to clarify alignment to Zero Trust Architecture (ZTA) concepts wherever appropriate.

As public sector agencies provide more guidance and mandates that also impact the commercial sector as well, the Navigate to Zero Trust Architecture allows Red Hat Consulting to become a trusted advisor to help clients move through their customised maturity model. Looking at design and deployment of Zero Trust Architecture together will help clients meet mandates and become more secure.

RHEL Edge Compute Pilot

This engagement prepares clients to put a representative edge workload into production on Red Hat Enterprise Linux (RHEL) using a purpose-built Ansible Automation Platform (AAP) installation. The scope includes image generation, edge management, over-the-air updates, and rollbacks.

Introducing our cutting-edge Edge Platform Solution - the catalyst for transforming your business. Powered by Red Hat Enterprise Linux Edge Compute Platform architecture, and delivered by Red hat Consulting, we streamline your objectives, bridge gaps, and boost productivity with measurable outcomes. Seamlessly integrating with your existing systems, our production-ready pilot solution enables your edge use case to thrive. Embrace real-time insights, agile updates, and intelligent rollbacks, empowering you to make smarter decisions faster. Stay future-ready and lead the competition with our innovative Edge Platform Solution. Elevate your edge computing game today.

Client Outcomes

- A Production-ready pilot solution to enable client edge use case leveraging Red Hat Edge Compute Platform architecture
- An overarching architecture based on identified objectives, addressing process, tooling, and skill gaps with measurable outcomes

RHEL In-Place Upgrades at Scale With Ansible

This Red Hat Consulting solution provides our clients with the tools, processes and procedures for in-place upgrades (IPU) of their Red Hat Enterprise Linux versions without disrupting installed applications. The Red Hat Consulting solutions go beyond tooling, addressing this at an enterprise scale, focusing on end-to-end automation, reporting, and self-service to accommodate standardised builds while ensuring efficient process management, and the ability to scale-out the upgrade programme using automation.

We help organisations develop a centre of innovation that is productive, secure and efficient while accelerating time to value. Upgrades usually require a fresh

installation of the operating system, coupled with redeploying all application stacks, databases and configurations. Red Hat's In-place upgrades solve these challenges while preserving existing client workflows. In-place upgrades are the first step to Standardising on RHEL for any workload.

Client Outcomes

Clients will be able to seamlessly update RHEL versions while preserving installed applications by implementing this in-place upgrade solution. The upgrades could provide multiple benefits, including:

- reducing technical debt
- ensure environmental consistency
- enhancing system stability
- improving overall operational efficiency

Satellite Health Check

A Satellite Health Check is a consulting-led assessment and examination of the state of the client's Satellite ecosystem. Clients purchase Health Checks engagements to review and validate their Red Hat technology environments, and to get visibility on, and address any areas that are recommended by Red Hat Consulting.

Client Outcomes

- Identification of potential gaps within Satellite, be these technical or non technical related
- Client preparedness for upgrades or significant configuration changes
- Restoration of confidence and/or remediation after a major outage

Satellite Pilot

This Red Hat Consulting offering assists organisations to begin their Red Hat Enterprise Linux (RHEL) host patching and provisioning journey. It involves an initial deployment of Red Hat Satellite, configured in a way to meet the organisation's requirements.

Client Outcomes

- Centralised patch management across all registered RHEL systems
- Demonstrated ability to use Red Hat Satellite to deploy new Red Hat systems in compute environments
- Demonstrated ability to maintain Red Hat produced software repositories in a disconnected environment

Standard Operating Environment (SOE) Deployment for RHEL
Establish a strong capability for defining and automating standard operating environment (SOE) provisioning using Red Hat Satellite.
Enable your journey to Standard Operating Environment (SOE), and provisioning of RHEL. This solution takes the infrastructure patching operations focus of a Satellite Pilot, and puts a focus on standardised provisioning workflows of RHEL using Satellite.

Discovery Session
A Discovery Session is delivered as a free ½-day to 1-day presentation and interactive discussion between Red Hat Subject Matter Experts and client stakeholders. Delivered by Red Hat Consulting SMEs. It serves to identify your main business needs and goals, how they impact solution opportunities, and provides a proposed project approach identifying next steps.

Client Outcomes

- Low risk investment of you time to learn how Red Hat products, Consulting, and training can help your initiative
- Clients receive a high-level report that captures business needs/goals and provides analysis and an approach of how Red Hat can support them

Technical Account Management
Maximise your IT investment with Technical Account Management. Building and managing applications and IT infrastructure is a complex task for even the most

skilled team. Red Hat makes it easier to work across platforms and environments with strengthened Open Source solutions. But continually meeting business and IT goals requires organisations to take full advantage of their Red Hat investments and, unfortunately, internal teams often lack the time and expertise to do so efficiently. Set up applications and IT infrastructure for success with Red Hat Technical Account Management. Technical Account Managers (TAMs) are a single technical point of contact who help you proactively plan by understanding your environment and advising on risk management and security. Each TAM has specialised knowledge of a Red Hat product family, including Red Hat EnterpriseLinux, Red Hat OpenShift, Red Hat Ansible Automation Platform, Red Hat OpenStack Platform, Red Hat Application Services, and other products in our portfolio of enterprise Open Source solutions.

You might work with more than one TAM depending on the number of Red Hat products you are using and the complexity of your environment. Key features and benefits:

- Single technical advocate for you within Red Hat Work directly with your TAM to resolve complex and time-sensitive issues more quickly so you can focus on productivity and meeting your own business and IT goals
- TAMs mobilise an extended team of engineering and support experts who work together to help you get the most out of yourRed Hat investment
- TAMs provide faster restoration and resolution for escalated tickets by coordinating resources, engaging specialised expertise within Red Hat, and leading the case's technical direction
- When you are under pressure, TAMs help you coordinate with the right people within Red Hat to solve problems swiftly and efficiently
- Assess progress using the quarterly dashboard reports
- TAMs will share with you that track key performance indicators (KPIs) and trends in your Red Hat software
- Better navigate challenges within your IT environment by bringing in your TAM to help you troubleshoot issues when you are working with your other technology vendors
- Security and regulatory compliance guidance

- While Red Hat's products have built-in security features and reduce the risk of using unmanaged,or under-managed, Open Source software security remains a top concern. TAMs provide context,proactive planning, and prioritisation for security concerns
- TAMs advise you on tools and approaches to set up your environment to further defend against security risks. Maintain a proactive patching strategy, and have the right tools turned on as a barricade against security threats with guidance from TAM(s)
- TAMs prioritise security issues that need to be handled immediately, and plan for less urgent security concerns
- If your organisation needs to adhere to regulatory compliance, TAMs can support you by advising on how Red Hat products can help you deploy your compliance strategies.