

Boost your automation strategy

4 ways a Red Hat Technical Account Manager can accelerate your success

Red Hat® Technical Account Managers (TAMs) for Red Hat Ansible® Automation Platform can help you maximize the benefits of your automation strategy. Familiar with your IT environment, optimization, and risk mitigation challenges, Red Hat Ansible Automation Platform TAMs offer technical expertise and support to help you plan and deploy your software more successfully, empower your teams to tackle complex automation use cases, and generate increasing business value. Here are 4 key benefits of adding Red Hat Technical Account Management to your Ansible Automation Platform subscription.

1 Obtain guidance on your automation journey

Whether you are looking at streamlining the process of Ansible Automation Platform migration, network automation, configuration management, security automation, or other solutions, a Red Hat TAM for Ansible Automation Platform works with you end-to-end on a unified approach for strategic automation.

By providing comprehensive support and guidance, Red Hat TAMs for Ansible Automation Platform can:

- ▶ Help align your automation journey with Red Hat's product roadmaps.
- ▶ Help you establish and implement an automation community of practice (CoP) to foster collaboration, standardization, and innovation.
- ▶ Navigate, understand, and facilitate implementation of new Ansible Automation Platform components such as Event-Driven Ansible and Red Hat Ansible Lightspeed in alignment with your automation goals.
- ▶ Unify provisioning of cloud platforms, virtualized hosts and hypervisors, applications, network devices, and bare-metal servers.
- ▶ Facilitate breaking down barriers between development and operations teams, helping you automate the major stages of continuous integration, delivery, and deployment (CI/CD) pipelines.

2 Learn common practices

A Red Hat TAM helps make the connection between experimentation and production.

They steer your learning journey, helping you use Ansible Automation Platform and providing custom guidance based on your specific automation strategies, goals, and readiness.

Collaborating with you and internal teams, they are skilled at promoting common practices for Ansible Automation Platform, meeting you where you are to provide:

- ▶ Enhanced focus on security, including guidance on how to manage security systems using a curated collection of modules, roles, and playbooks to investigate and respond to threats.
- ▶ Guidance on how to streamline operations, gain performance insights, and identify points that amplify the resilience of your environment to maximize the potential of Ansible Automation Platform.
- ▶ Proactive planning of Ansible Automation Platform to assist with product roadmap and lifecycle preparation.
- ▶ Custom on site and virtual workshops for hands-on practice in learning Ansible Automation Platform.

3 Optimize operations and return on investment (ROI)

A Red Hat TAM for Ansible Automation Platform can help you deliver consistent and reliable automation across domains and use cases. This helps you build a solid and resilient production environment which enhances efficiency and accelerates the time to value for your IT investments.

With a TAM for Ansible Automation Platform, you can gain operational benefits that include:

- ▶ End-to-end platform guidance and expertise for automation development to facilitate an accelerated transition to production.
- ▶ A stronger focus on security, reliability, and platform performance to improve uptime and help mitigate risk.
- ▶ Planning and deploying Ansible Automation Platform across all hosting environments, leading to greater consistency, less sprawl and disruption, and increased innovation.
- ▶ Smoother collaboration between support and engineering teams to avoid roadblocks and prioritize issue resolution, resulting in more efficient implementation.

4 Gain expert technical support

Your TAM will act both as your advisor and advocate, functioning as a bridge between your organization and Red Hat’s support delivery, engineering, product management, and other internal functions. They offer ongoing, one-on-one support, helping to detect vulnerabilities and resolve issues to keep your mission-critical automation projects running smoothly.

A TAM for Ansible Automation Platform provides expert technical support that includes:

- ▶ Acting as your representative, reflecting your real-world usage back to Red Hat to influence future product features and roadmaps.
- ▶ Strategic planning and implementation support.
- ▶ Regular meetings to discuss ongoing issues like security risks and patch requests.
- ▶ Proactive engagement to reduce or eliminate downtime incidents and find workarounds.
- ▶ Handling high-severity incidents and crisis management to ensure rapid restoration.
- ▶ Visibility of Red Hat’s future projects to help with project planning and smoother upgrades.

Advance automation in your enterprise

Explore [additional benefits](#) of Red Hat Technical Account Management and connect with a Red Hatter directly.



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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