

Plan your virtualization journey

4 benefits of partnering with a Technical Account Manager

As virtualization technologies evolve, many organizations face challenges that are leading them to look for alternative platforms for their virtual machines (VMs). Despite the need for new virtualization solutions, the idea of a large migration project can cause apprehension due to concerns about data security risks, greater complexity, and steep costs. Successfully deploying and maintaining a virtualized environment requires specialized skills and knowledge. A Red Hat® Technical Account Manager (TAM) for Red Hat OpenShift® can help you reliably address risks, enhance productivity, and support your long-term operations.

This checklist illustrates 4 key benefits of partnering with Red Hat Technical Account Management on your Red Hat OpenShift Virtualization journey.

1 Provide ongoing guidance on your virtualization strategy

When you are in the process of creating your VM migration strategy, a Red Hat TAM can assist with valuable insights and expert guidance. Your TAM provides the advisory services you need to build and operate security-focused, reliable, and resilient platforms using Red Hat enterprise solutions.

Your TAM works closely with you to:

- ▶ Provide strategic advice on using features of Red Hat OpenShift to achieve your technical requirements and business goals.
- ▶ Review strategic roadmaps for migration and promptly resolve incidents to reduce disruption of production workloads.
- ▶ Make sense of complex infrastructure, helping you avoid potential issues and costly downtime.
- ▶ Establish plans for long-term success, partnering with you every step of the way as you achieve your migration goals.

2 Build a foundation for long-term success

Today's market demands require application development teams to be efficient, iterative, continuous, reliable, and collaborative. Balancing the need for teams to be trained on new platforms while keeping existing infrastructure and applications running can be a significant challenge. Your TAM works alongside you during each phase of your virtualization journey to impart specialized knowledge and best practices for success.

TAMs help you to achieve your goals by:

- ▶ Providing risk management expertise to make sure your team has the skills required to run consistent, security-focused, and agile application platforms.
- ▶ Delivering tutorials, presentations, and hands-on workshops to build your team's skills and knowledge of OpenShift Virtualization.
- ▶ Reducing complexity by providing the expertise you need to migrate, create, and manage VMs on Red Hat OpenShift.

3 Evolve your operations

Red Hat OpenShift Virtualization allows you the flexibility to innovate and modernize at your own pace. And with help from your TAM, you gain access to the expertise needed to maintain your existing VM investments while working towards modernizing applications when you are ready.

Your Red Hat OpenShift TAM will make sure you are prepared to innovate, scale, and deploy your critical applications and workloads by providing:

- ▶ **Lifecycle planning:** TAMs provide guidance on Red Hat OpenShift product lifecycles and releases to deliver consistent support and security features.
- ▶ **Proactive planning:** Prevent issues before they occur with Red Hat product roadmap meetings and supportability reviews. Collaborate with your IT, operational, and application development teams to build plans that prioritize security and deployment performance.
- ▶ **Proactive notifications:** Relying on their industry experience and proactive analysis, your TAM provides advance notice of changes that may impact your environments, such as new product releases, bugs, CVEs, errata releases, hardware and software advisories, and process changes.

4 Receive long-term and personalized support

Investing in a TAM means you gain a single point of contact that will advocate on your behalf and facilitate smooth collaboration between Red Hat support, engineering teams, and IT partner providers, helping you to avoid roadblocks, resolve issues in a timely manner, and make sure you are set up for success.

Your partnership with a trusted TAM will allow you to:

- ▶ Better navigate challenges within your IT environment.
- ▶ Gain confidence in your Day 2 operations, as your TAM provides guidance on optimizing configuration management and further using automation to help reduce time-consuming manual processes.
- ▶ Influence future product features with the help of your TAM, who acts as a direct line to Red Hat engineering and product management teams.
- ▶ Resolve complex and time-sensitive issues more efficiently so you can focus on productivity and meeting your business and IT goals.
- ▶ Increase visibility into Red Hat's future projects to help streamline planning and upgrades.

Simplify your virtualization strategy with help from Red Hat

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.

f facebook.com/redhatinc
X twitter.com/RedHat
in linkedin.com/company/red-hat

redhat.com

North America

1 888 REDHAT1
www.redhat.com

Europe, Middle East, and Africa

00800 7334 2835
europe@redhat.com

Asia Pacific

+65 6490 4200
apac@redhat.com

Latin America

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

Copyright © 2024 Red Hat, Inc. Red Hat, the Red Hat logo, and OpenShift are trademarks or registered trademarks of Red Hat, Inc. or its subsidiaries in the United States and other countries.