Red Hat
Technical Account
Management

TAM
your tech
Unleash your business' potential

A **Technical Account Manager (TAM)** is a Red Hat technology specialist who acts as a proactive and trusted partner for your business, optimising your systems to run efficiently and with significantly less interruption.

Maximizing the ROI of our customers

> "We have such a close relationship with our TAMs that they are considered part of our team, aligned with our business priorities and advising us on areas of improvement and finding solutions to drive us to success. They help us plan and implement solutions that maximise the availability of Telefónica's systems."

Alberto Varadé
Chief of Systems

Telefónica

> "Working with our Technical Account Manager gives us confidence in knowing a problem will definitely be solved. Instead of just opening a ticket, he provides a single point of contact between Red Hat and our teams. It's good to have someone who really pushes to find solutions."

Dr. Nikolas Nehmer
Head of Helvetia Container Platform

helvetia

Gives you one trusted contact
As your single point of contact, your TAM will help resolve issues, and work closely with Red Hat's engineering teams to advocate for your future product needs.

Makes your success their top priority
TAMs help you achieve business objectives using Red Hat technology by anticipating issues that can block success.

Plans ahead for you
A TAM makes sure you are taking advantage of the latest product enhancements and considers how product updates and migrations will affect your organisation.

Provides ongoing support and improvement
TAMs learn your business and identify how Red Hat can help your operations – with a focus on security and regulatory compliance – and support your organisation with enablement workshops.

The TAM effect

With a Red Hat TAM, organisations can expect*:
Their own advocate who understands their architecture, project roadmap, and unique business environment

40%
Developer time saving

67%
Reduction in system outage time

379%
ROI with costs recouped in <6 months

$1.1m
Reduction in system outage costs

$3.3m
Improved developer / IT productivity

(*Source: Forrester – "**The Total Economic Impact**™ Of Red Hat Technical Account Managers", three-year, risk-adjusted present value (PV) quantified benefits for a composite organization described as a global financial services company with $5 billion in annual revenue and 20,000 employees.)

Connect with a TAM
red.ht/TAM-Your-Tech