

Accelerating time to value

Why it matters, and how to get your team started

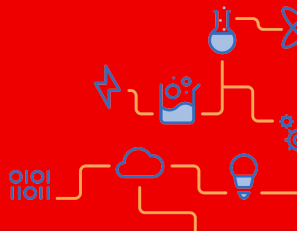
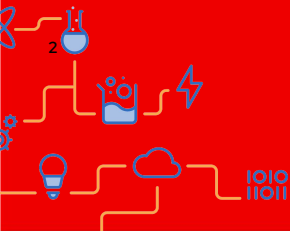
Anders Møller Glümer

Head of Services Region North and EMEA Solution & Technology Practice



"Your code has
no business value
until it's deployed."

@bursutter bit.ly/teachingelephants



Red Hat Services

*The acceleration arm for Red Hat
technology*

Consulting Services

Training and Certification

Technical Account Management

Red Hat Services: Accelerate Success



Training and Certification

Close skills gaps and hone your teams' Red Hat product expertise; flexible learning options to meet your business needs



Consulting Services

Accelerated expertise, hands-on assistance and mentoring drives positive outcomes and quick time-to-value



Technical Account Management

Proactive, trusted and expert technical advisor helps you operate resilient and secure platforms

Services Portfolio

Application Services

Powered by Red Hat OpenShift

Automation Services

Powered by Red Hat Ansible Automation Platform

Platform Services

Powered by Red Hat Enterprise Linux and Red Hat OpenStack Platform

Red Hat Services: Accelerate Success

Application Services

Powered by Red Hat OpenShift

Build, modernize and deploy innovative applications faster, securely and at scale

- ▶ Container Platform Acceleration (Self-Managed / Cloud Services)
- ▶ Application Development Acceleration
- ▶ Application Migration and Modernization

Automation Services

Powered by Red Hat Ansible Automation Platform

Implement enterprise-wide automation to increase efficiency, security and speed

- ▶ Enterprise-wide Automation Acceleration
- ▶ Automation Platform Lifecycle and Migration

Platform Services

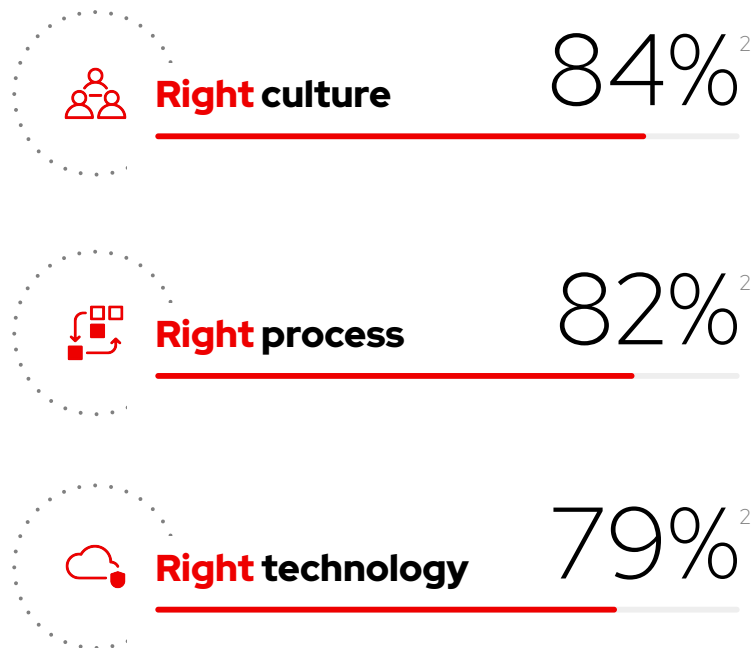
Powered by Red Hat Enterprise Linux and Red Hat OpenStack Platform

Deliver a best-in-class hybrid cloud environment; simplify platforms to operate securely and consistently

- ▶ Hybrid Cloud Platform Acceleration
- ▶ RHEL Platform Lifecycle and Migration
- ▶ OpenStack Platform Lifecycle and Migration

89% of executives surveyed say success comes from addressing all three components.

Harvard Business Review findings validate their necessity→



Work with experts

Whether optimizing application delivery, adopting cloud-native development practices,
or building intelligent apps, Red Hat is here to help



Providing expert help Get guidance from Consulting

Mitigate risks through hands-on assistance and mentoring



Train your team Build your skills with training

Close skills gaps and hone your teams' Red Hat product expertise



Dedicated support Work with a Technical Account Manager

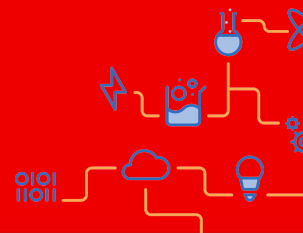
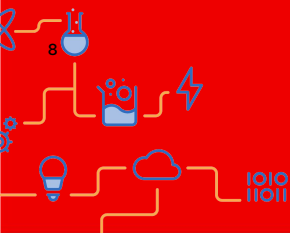
Solve IT issues with dedicated support and engineering experts

44% higher DevOps team productivity
with Red Hat Training

"[With Red Hat] it became a much smoother chain of custody and smoother process to go from inception to deployment.

Director of infrastructure engineering
Healthcare

How we deliver – Principles



How we deliver - Principles



Typical challenges



Time to value



Poor return on
investment



Poor customer
experience



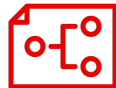
Shadow IT



Quality control



Recruitment and
retention



Building the
right thing



IT departments are
too slow



With co-creation, customers learn and adopt the methods and skills needed to sustain application development success now and in the future.



Learn through pairing and mentoring



Work side-by-side with open source experts



Ideate with the Red Hat Open Practice Library



Through our solutions and culture

Organizational dynamics

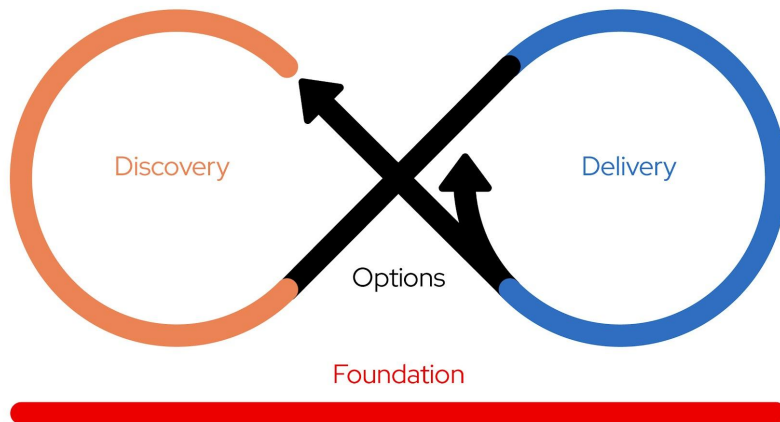
Practices

Culture

Technology



Our method



Discovery

Gain an understanding of product needs, and revisit lessons learned. Here's where your teams can see the key motivations behind what they are building.

Delivery

Put your ideas to the test, with iterative processes that are designed to see which ideas work and which do not. Measure the impact, and figure out what comes next.

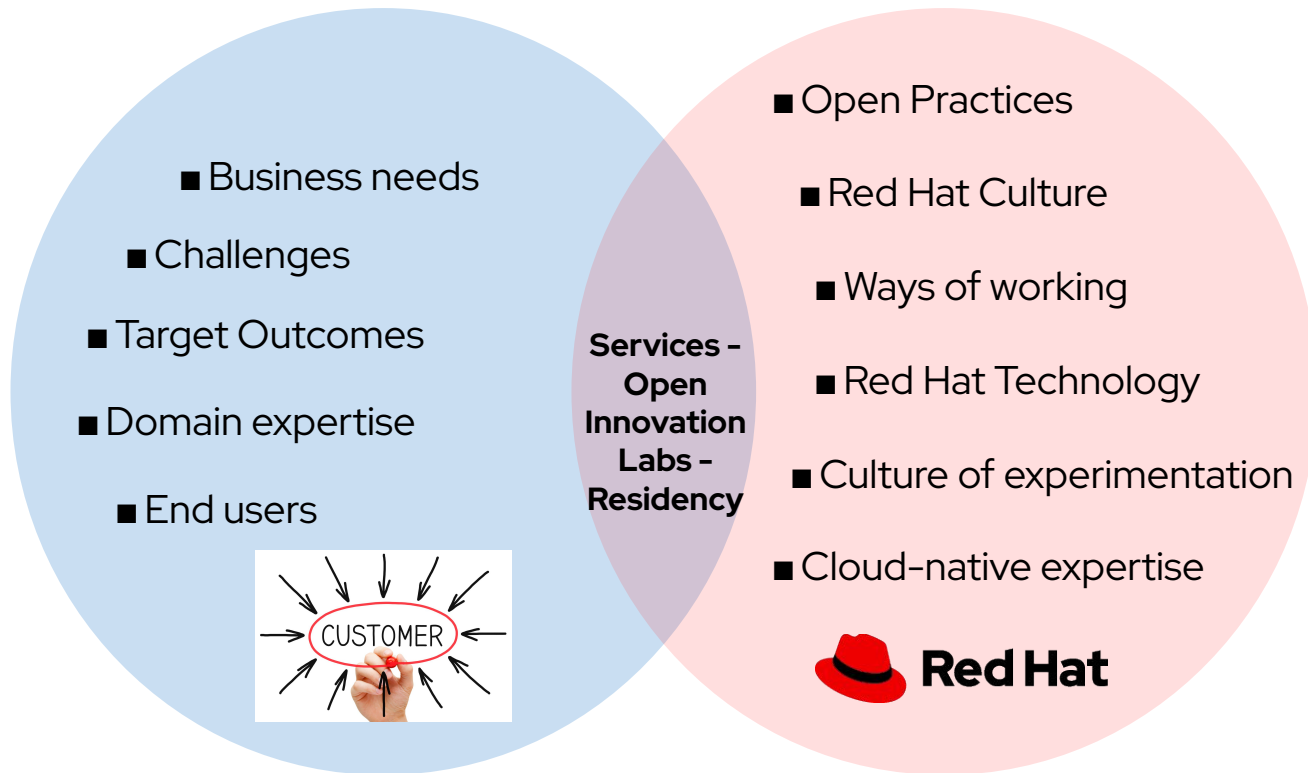
Options

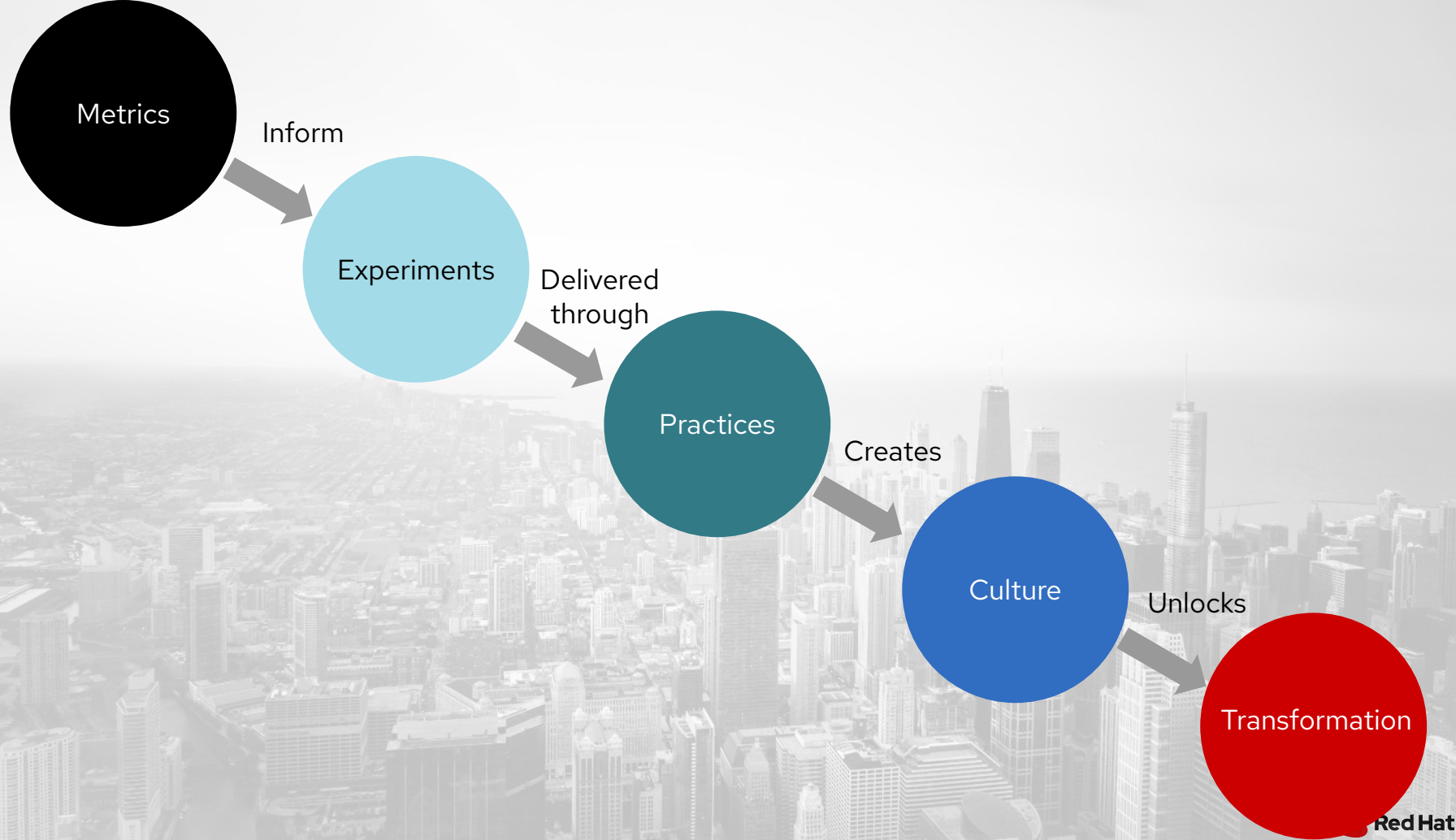
If the outer loops are the 'what', this inner section is the 'how'. Here is where you determine what is possible for your teams, and what you need to achieve desired outcomes.

Foundation

This layer is where technical engineering practices meet collaborative activities to support your journey through the Mobius Loop. It's here that Red Hat shows its experience with turning open culture into real business results.

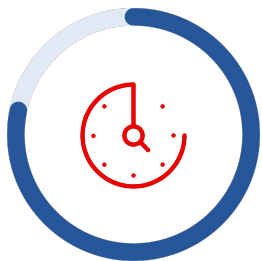
Collaboration





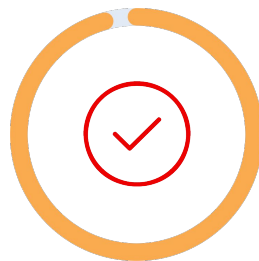
We empower product teams

Delivering tangible business outcomes and demonstrating measurable improvements



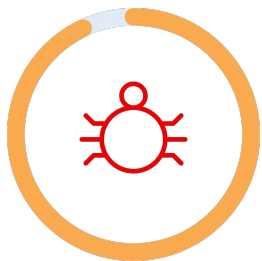
81%

Time-to-market
From 38 to 7 weeks



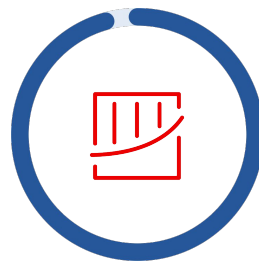
97%

Functionality done
confirmation
From 10 hour to 30 min



95%

Critical bug fix
lead time
From 4 weeks to 4,5
hours



97%

New feature testing
lead time
From 8 weeks to 8 hours

Red Hat Services & partners: better together

Together, we build multi-vendor solutions to meet customers needs.

Red Hat	Partners
<ul style="list-style-type: none">• Strategic expertise on Red Hat products• Deep integration to the BU and Engineering departments	<ul style="list-style-type: none">• ISV / GSI product expertise• Governance & process definition• Scale to meet demand

OpenShift Adoption

OpenShift Architecture /
Systems Implementation

Application
Containerization Across
Organization

OpenShift Managed
Service

DevOps Process
Definition

DevOps Adoption

Mainframe OpenShift /
Systems Implementation

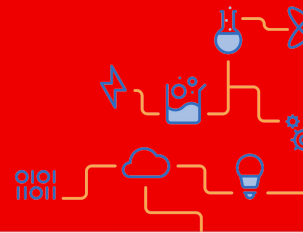
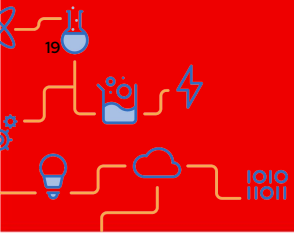
Process Change Control

RED HAT

ISV (WORKLOAD)

GSI
(SCALE & GOVERNANCE)

Customer examples



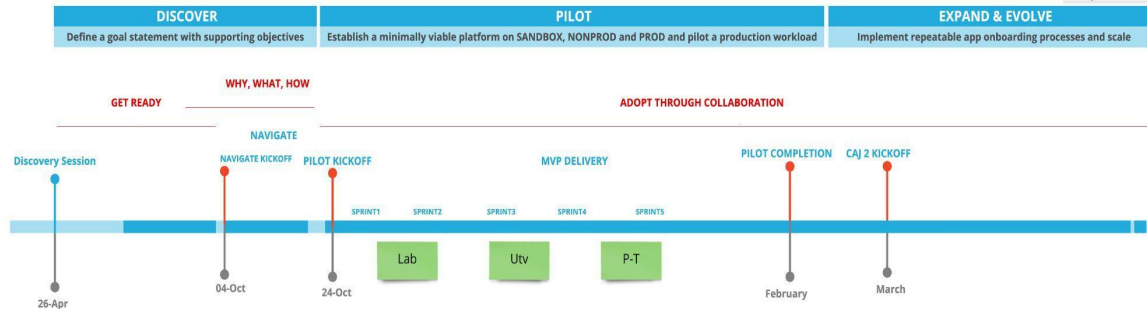
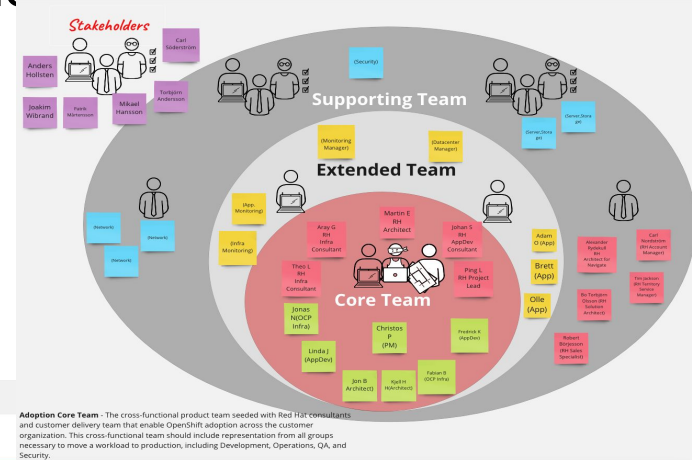
CAJ1 High-level Overview

Goal

- Build a production-ready container platform
- Onboard 3 pilot applications

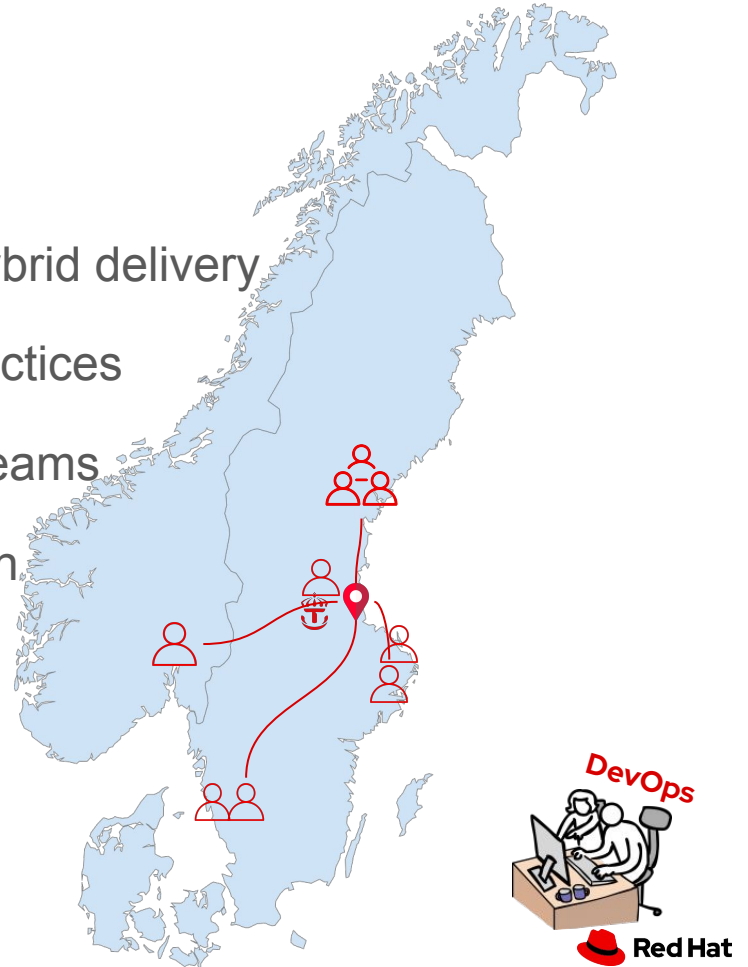
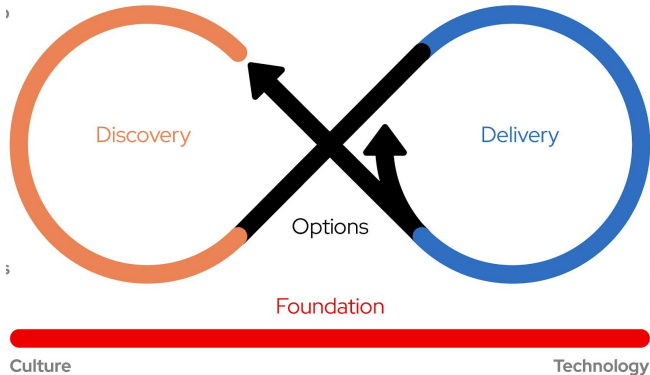


RED HAT CONTAINER ADOPTION JOURNEY

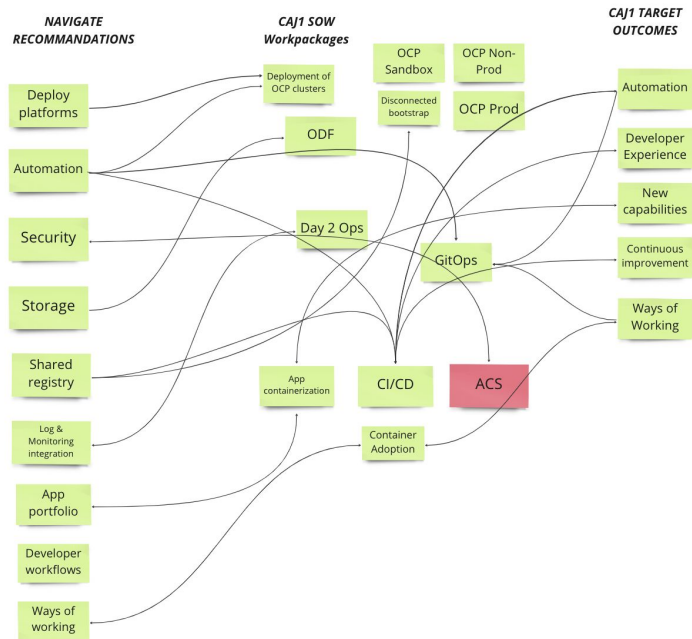
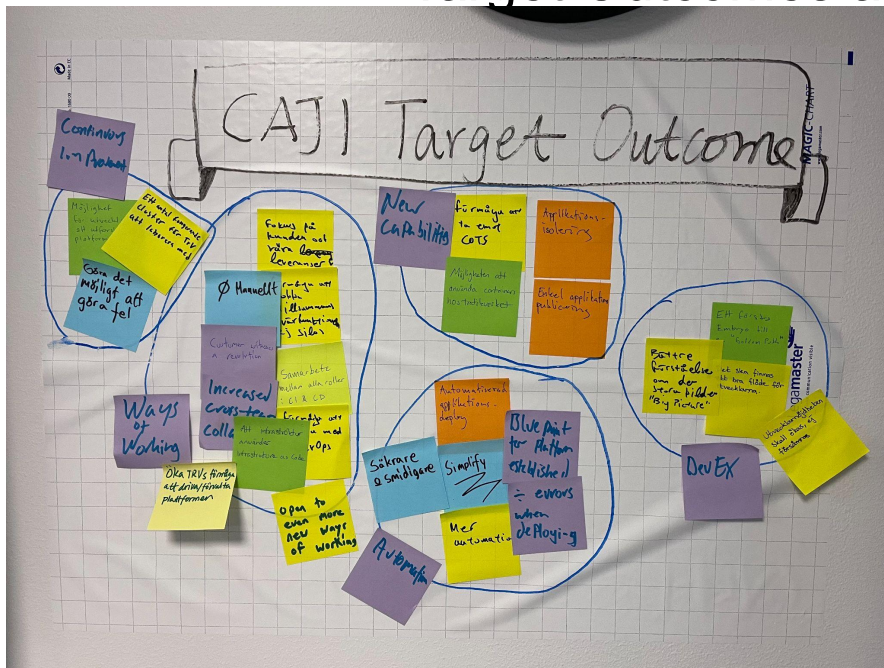


How

- Distributed team and hybrid delivery
- Agile delivery practices
- Parallel workstreams
- Collaboration



Target Outcomes and journey map



What did we implement?

- Built an OpenShift Platform (4 clusters)
- Onboarded 3 applications
- Built a Platform Core team



Achievements

Value
352x

Time to provision a new application
environment

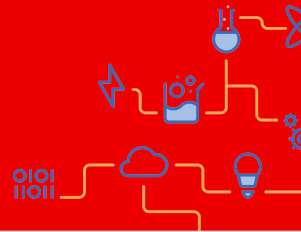
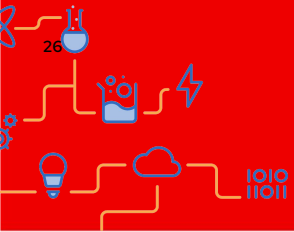
Before
11 days

After
45 min

Improvement
10 days & 23 hours



Training and Certification



Break the talent barrier



Red Hat Training

delivers real-world skills development through role-based courses and hands-on labs.

Red Hat Certification

provides comprehensive hands-on validation of the skills needed to use Red Hat technologies.



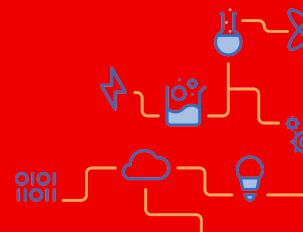
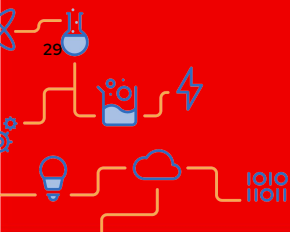
“Red Hat training and certification allowed us to accelerate the adoption curve for new platforms and technologies.”

Rodrigo Perez
Solution Architect for Cloud Domain and Microservices
YPF S.A.

Manage your talent with Red Hat Certification



Technical Account Managers (TAMs)



Key findings from the Forrester TEI study



379% ROI

Customer gets a 379% return on investment (ROI) and a payback in less than 6 months



\$3.3M improved developer and IT productivity

Interviewees described how TAMs saved them time, frustration, and duplication of effort for both developers and IT teams



67% Downtime reduction

TAMs have direct insight to recent or upcoming changes in Red Hat software and can greatly reduce the impact on both internal operations and customer experience



Voice of the customer



"By explaining a problem to our TAM, we don't have to engage so many people, escalate to upper management, or hire local vendors to help. We have an open communication channel."

Application architect
Financial services



"We just felt it was valuable to have someone within Red Hat to help us navigate and to bring us a little bit closer to what's going on in the company...what's new and in development, what's on the road map."

Senior manager and infrastructure systems engineer
Healthcare

TAM Your Tech Hour – 2023 confirmed dates and topics

September

14/09
Copias de seguridad y
restauración de apps en Red
Hat OpenShift – Spanish
→[Regístrate](#)

19/09
Applications backups and
restores in OpenShift
English

21/09
Convert CentOS
to RHEL
English

26/09
Approfondisci come
Convertire CentOS in Red Hat
Enterprise Linux – Italian
→[Registrazione](#)

October

05/10
Ansible Content Creation:
Secure Supply Chain
English

10/10
En savoir plus sur la
conversion de CentOS
vers RHEL – French
→[Inscrivez-vous ici](#)

11/10
Ansible Content Creation:
Secure Supply Chain
German
→[Registrierung](#)

18/10
Ingeniería de Datos e IA con
OpenShift AI
Spanish
→[Regístrate](#)

19/10
OpenShift AI
English



November

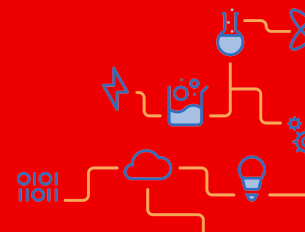
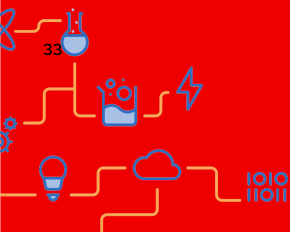
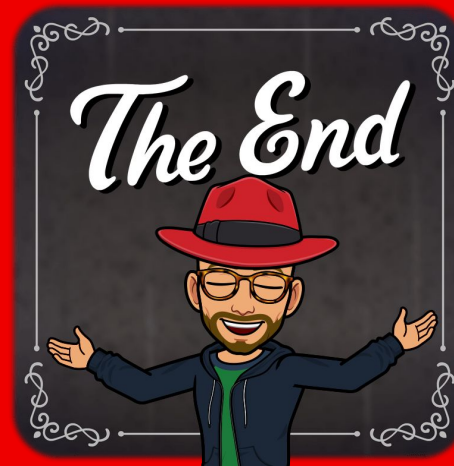
08/11
Conectando tus aplicaciones
con Red Hat Service
Interconnect – Spanish
→[Regístrate](#)

Connecting your application
across with Red Hat Service
Interconnect – English

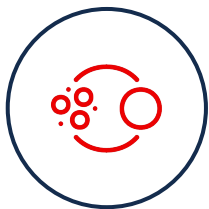
21/11
Migration Toolkit for
Containers
English
→[Register](#)

23/11
Scopriamo insieme il Migration
Toolkit for Containers– Italian
→[Registrazione](#)

The End

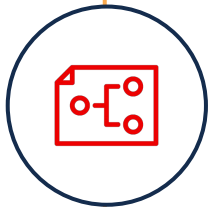


Why work with Red Hat



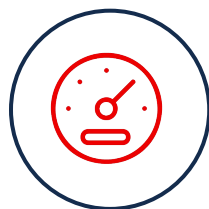
Innovation

Helping customers bring their ideas to life and innovate through co-creation with Red Hat expert consultants



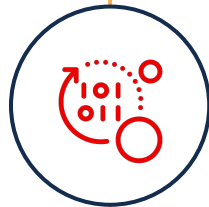
Strategic support

Resolve complex & time-sensitive issues more quickly and experience faster restoration & resolution for escalated tickets



Accelerating ROI

Scaling the adoption of good practices via repeatable patterns and approaches that drive cloud and automation ROI quickly



Transformation

Transforming product teams and technology with training to close skills gaps and help you succeed

Thank you

