

Get more from Red Hat's AI portfolio

4 ways that Red Hat Technical Account Management adds value

Red Hat® Technical Account Management for Red Hat's artificial intelligence (AI) portfolio can help you maximize the benefits of Red Hat open hybrid cloud platforms. With the expertise and strategic support of a Red Hat Technical Account Manager (TAM), organizations can realize the full potential of Red Hat Enterprise Linux® AI and Red Hat OpenShift® AI, achieving faster time to value, an enhanced focus on security, and efficient operations across diverse environments. This checklist illustrates 4 key benefits of adding Red Hat TAM to your Red Hat AI solution.

1 Ease AI integration

When you add Red Hat Technical Account Management to your Red Hat AI solution subscription, you will be assigned a Red Hat Technical Account Manager who will act both as your advisor and advocate.

Red Hat TAMs are technical specialists who function as a bridge between your organization and Red Hat's support delivery, engineering, product management, and other internal functions.

Whether you are migrating your initial applications to Red Hat containers or modernizing your existing applications, Red Hat TAMs work with you to make sure your organization is equipped to handle the complexities of AI integration.

By providing comprehensive support and guidance, Red Hat TAMs can help you:

- ▶ Optimize application development for AI workloads.
- ▶ Streamline AI model deployments across environments.
- ▶ Deploy data science models in any cloud, on-premise, in hybrid environments, or at the network edge.
- ▶ Build scalable and adaptable AI infrastructure.

2 Learn best practices

A Red Hat TAM helps make a connection between experimentation and production. They will guide you on best practices for your organization's use of Red Hat OpenShift AI and Red Hat Enterprise Linux AI models, helping you ensure that your AI projects are optimized and aligned with industry standards.

With a Red Hat TAM for Red Hat's AI portfolio, you receive:

- ▶ Enhanced focus on security, including regular updates on critical information such as security issues and product enhancements.
- ▶ Guidance on how to optimize the performance and resilience of your environment to maximize the potential of Red Hat products.
- ▶ Proactive planning and technology reviews to assist with product roadmap and lifecycle preparation.
- ▶ Up-to-date documentation and insights about Red Hat's AI solutions.

3 Optimize operations

A Red Hat TAM can help you develop, train, and deploy AI models efficiently, ensuring you get into production with a solid, resilient environment and accelerate the time to value for your AI initiatives.

By adding Red Hat Technical Account Management to Red Hat's AI portfolio, you can gain operational benefits that include:

- ▶ An end-to-end platform for AI development to facilitate a swift transition to production.
- ▶ A stronger focus on security to help protect your data, including best practices that continually evolve over time to keep up with ever-changing IT landscapes.
- ▶ Efficient and flexible operations across on-premise, private, and public cloud environments.
- ▶ Straightforward collaboration between support and engineering teams to avoid roadblocks and resolve issues, which means faster implementation.

4 Gain expert technical support

Red Hat TAMs for AI integration are familiar with your IT environment and specific AI challenges. They offer ongoing, proactive support to keep your AI projects running smoothly and can help detect vulnerabilities and resolve issues.

A Red Hat TAM means you gain a single point of contact for expert guidance and support, which includes:

- ▶ Strategic planning and implementation assistance.
- ▶ Regular meetings to discuss ongoing issues, including security risks and patch requests.
- ▶ Proactive engagement to reduce or eliminate downtime incidents.
- ▶ Visibility into future Red Hat projects to help with project planning.
- ▶ Suggestions on how to effectively implement additional solutions from Red Hat's AI portfolio.

Expand your AI capabilities

Explore the [additional benefits](#) of Red Hat Technical Account Management and connect with a Red Hat team member.



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

North America

1 888 REDHAT1
www.redhat.com

Europe, Middle East, and Africa

00800 7334 2835
europa@redhat.com

Asia Pacific

+65 6490 4200
apac@redhat.com

Latin America

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