

# Red Hat Expands Product-Specific Technical Support Offerings

FEB 07, 2013

## Red Hat Now Offers Global Cloud, Virtualization and Storage-focused Technical Account Management Service

RALEIGH, N.C.--(BUSINESS WIRE)-- Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced that it has expanded the support offerings available to its enterprise customers with an extension of its Technical Account Management Services portfolio. Red Hat now offers Technical Account Management Services focused on cloud computing, virtualization and storage to meet customer needs.

The Red Hat Technical Account Management (TAM) Services portfolio consists of access to a designated senior technical resource who works collaboratively with customers to help them realize optimal performance and growth. TAMs are dedicated to helping customers maximize their investment in Red Hat solutions by providing proactive guidance and personalized support with strategic and operational planning sessions.

Red Hat first established its TAM program in 2001 and has, to date, offered TAMs focused on platform and middleware deployments. As Red Hat's product portfolio has expanded to include cloud, virtualization and storage solutions, Red Hat customers have naturally shown a need for experts in additional product focus areas.

Red Hat's Global Support Services organization has been honored with several accolades in recent years. The Red Hat Customer Portal was recognized by the Association of Support Professionals (ASP) as one of the Top Web Support Sites in [2011](#) and [2012](#). The Red Hat Global Support Services team was also named a [Leader in Support Excellence in the HDI Team Excellence Awards](#) in 2011 and was identified as a Top Performer in Enterprise Software Support Services in 2012 by the [IDC Customer Satisfaction Study](#).<sup>1</sup>

### Availability

Cloud, virtualization and storage TAM Services are now globally available for any subscribing Red Hat customer.

### Supporting Quotes

*Marco Bill-Peter, vice president, Global Support Services, Red Hat*

"We're excited to expand our TAM portfolio today to stay in close alignment with Red Hat's evolving multi-product strategy. We've heard from our customers that they truly value the technical expertise available through our TAM resources and we've had requests for this level of support in the cloud, virtualization and storage spaces. We're pleased to be able to deliver in response to customer interest today."

*Elaina Stergiades, research manager, Software Support Services, IDC*

"IDC research consistently shows that Technical Account Managers are highly valued by resource-strapped IT organizations struggling to maximize system performance and availability for demanding end-user customers. In a recent IDC study, Red Hat was identified as a top performer in customer satisfaction across TAM services, particularly for delivering onsite support and for diagnosing and resolving high severity issues. TAMs with a specific focus on these new technologies can help IT professionals looking for specialized support services in increasingly complex IT environments."

### For more information

Learn more about [Red Hat Technical Account Management Services](#)

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### About Red Hat, Inc.

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As the connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT. Learn more at <http://www.redhat.com>.

### Forward-Looking Statements

Certain statements contained in this press release may constitute "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements provide current expectations of future events based on certain assumptions and include any statement that does not directly relate to any historical or current fact. Actual results may differ materially from those indicated by such forward-looking statements as a result of various important factors, including: risks related to delays or reductions in information technology spending; the effects of industry consolidation; the ability of the Company to compete effectively; uncertainty and adverse results in litigation and related settlements; the integration of acquisitions and the ability to market successfully acquired technologies and products; the inability to adequately protect Company intellectual property and the potential for infringement or breach of license claims of or relating to third party intellectual property; the ability to deliver and stimulate demand for new products and technological innovations on a timely basis; risks related to data and information security vulnerabilities; ineffective management of, and control over, the Company's growth and international operations; fluctuations in exchange rates; and changes in and a dependence on key personnel, as well as other factors contained in our most recent Quarterly Report on Form 10-Q (copies of which may be accessed through the Securities and Exchange Commission's website at <http://www.sec.gov>), including those found therein under the captions "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations". In addition to these factors, actual future performance, outcomes, and results may differ materially because of more general factors including (without limitation) general industry and market conditions and growth rates, economic and political conditions, governmental and public policy changes and the impact of natural disasters such as earthquakes and floods. The forward-looking statements included in this press release represent the Company's views as of the date of this press release and these views could change. However, while the Company may elect to update these forward-looking statements at some point in the future, the Company specifically disclaims any obligation to do so. These forward-looking statements should not be relied upon as representing the Company's views as of any date subsequent to the date of this press release.

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<sup>1</sup> IDC Multi-Client Study: Enterprise Software Support Services: Utilization and Satisfaction Study, May 2012

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Source: Red Hat, Inc.

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