

Red Hat Expands Technical Account Management Services to Offer SAP® Solution-centric Support

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Customers Using SAP® Solutions Can Now Benefit From In-depth Expertise of Red Hat Technical Account Managers

RALEIGH, N.C. & ORLANDO, Fla.--(BUSINESS WIRE)-- Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced it has expanded its Technical Account Management Services portfolio to include specific support for SAP® solutions. Now, Red Hat customers who also use SAP products can benefit from Red Hat Technical Account Managers (TAMs) specializing in SAP solutions, allowing customers to benefit from the TAMs' in-depth knowledge and expertise and proactive guidance.

Red Hat's TAM support for SAP solutions builds on an already strong platform of services offered to customers of both companies by taking existing support systems a level further. Red Hat's TAMs have in-depth knowledge and expertise on SAP solutions, allowing them to provide customers with guidance and insight into their installations, including recommendations on strategic and proactive planning, technical and product roadmaps, and more. As a result, TAMs help organizations optimize their environments running SAP software with Red Hat's solutions, enabling businesses running technologies from both SAP and Red Hat to get the most out of their investments.

Red Hat's Technical Account Management Services portfolio provides customers with access to a single, dedicated senior resource who works collaboratively with them to optimize their solutions for their business. Red Hat's TAMs offer customers personalized and proactive guidance based on familiarity with each customer's environment and business goals, as well as overall industry best practices. TAM customers also receive priority access for product feature requests and fixes and visibility into current and future Red Hat products.

Red Hat first established its TAM program in 2001, beginning as a broad effort that covered all Red Hat solutions. Since then, the company has begun offering TAMs that focus on specific products and services, including SAP solutions, cloud computing, virtualization, storage, and platform and middleware deployments.

Availability

Red Hat TAM services for SAP solutions are now globally available for any subscribing Red Hat customer.

Supporting Quotes

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

"Solutions from Red Hat and SAP provide the technological backbone for thousands of enterprises around the world. As such, we're very pleased to expand our Technical Account Management Services program with a specialty in SAP solution-centric environments. Red Hat TAMs can provide customers running SAP solutions with invaluable support services and strategic guidance that will help them grow their business."

Additional Resources

More information about [Red Hat's Technical Account Management Services for SAP solutions](#)

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Red Hat is the world's leading provider of open source software solutions, taking 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; the integration of acquisitions and the ability to market successfully acquired technologies and products; uncertainty and adverse results in litigation and related settlements; 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 Annual Report on Form 10-K (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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