Come accelerare la trasformazione con Red Hat Customer Success

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AGENDA

- Cosa sta accadendo: ogni giorno, tutti i giorni
- Il nostro nemico
- Cosa Facciamo bene
Cosa siamo chiamati ad affrontare.
Ogni giorno, tutti i giorni.

Differentiation  Innovation  Agility  Simplicity  Productivity

Faster time to market for applications  Less unplanned downtime  More efficient response  Faster troubleshooting
IL nostro nemico: Il debito tecnico

Da dove arriva il “debito tecnico”

- Innovazione che alimenta l’innovazione
- La linearità della curva di apprendimento
- Carico cognitivo
- Competenze ed organizzazione

Eric Teller, in Thomas Friedman, Thank You for Being Late
CONTINUOUS INNOVATION
TRANSFORMS HOW CUSTOMERS DO BUSINESS AND THEIR I.T. ECOSYSTEM

NEW IDEAS

HIGHLY ADAPTABLE PLATFORMS
Modernize existing and build new cloud-based infrastructure and application platforms

AGILE PORTFOLIO
Incorporate new ways of developing, delivering, and integrating applications, services, and digital assets

Establish open, agile, collaborative processes with continuous focus on customer value

CULTURE OF INNOVATION

FEEDBACK LOOPS
HAPPY END USERS

NEW IDEAS
“Cosa Red Hat sa fare BENE”

- Disegnare architetture per il prossimo futuro.
- Formare/preparare/Affiancare/supportare perché ci siano le conoscenze e le competenze necessarie.
- Stabilizzare l’uso per continuare ad evolversi.

1. Red Hat Consulting
   BUILD, ENABLE, and SCALE
   a faster path to meaningful business outcomes

2. Red Hat Training
   DEVELOP SKILLS
   and high-performing teams built for innovation

3. Red Hat Support
   STABILIZE
   for growth
Red Hat Team: Enabling customer success

**Solutions Architects**
- Act as a customer advocate / touchpoint
- Keep working with SIA Team
- Support architectural definitions for new projects / evolutions
- Propose and deliver workshops (e.g. 3Scale, Developer Adoption)

**Consulting**
- Most advanced skills delivering solutions using Red Hat products and open standards
- Uniquely positioned to align teams, streamline processes, and make systems and applications work together
- Hands-on mentoring builds skills and drives independence

**Training**
- Speed technology adoption and maximize return on investment
- Fuel innovation by addressing organizational skills gaps
- Improve productivity by increasing the performance of teams and individuals

**Support and TAM**
- Customer Portal
  - Technical expertise and guidance available 24x7, by phone or chat
- Personalized support and planning from Customer Success
  - Technical Account Managers (TAM)
  - Customer Success Manager (CSM)
Persona based training

App Developer
- Developing solutions that are widely used

SysAdmin & IT Ops
- Solving challenges with new technologies and improving the lives of others

Automation architects
- Figuring out creative automation solutions

Site Reliability Engineer
- Bringing software engineering practices to IT operations

IT Leader/PM
- Improving employee experience and customer experience
Approccio evolutivo alla innovazione

Source: CC-BY; Lean Enterprise: How High Performance Organizations Innovate at Scale by Jez Humble, Joanne Molesky, and Barry O'Reilly (O'Reilly, 2014).
What’s Next
Red Hat Discovery Session

Not just about technology...
Re-Discovering your organisation to get an As-is versus To-Be journey.

Outcomes on:
- Business drivers
- Process layers
- Technology layers
- New innovation
- People Knowledge
- Culture