Red Hat Summit

Connect

Come accelerare la trasformazione con Red Hat Customer Success

Giovanni Pirola

Senior Manager, Customer
Success, Red Hat

Andrea Zucchet

Senior Business Development
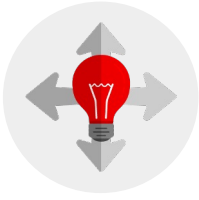Manager, Red Hat Training

AGENDA

- Cosa sta accadendo : ogni giorno, tutti i giorni
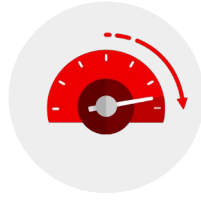- Il nostro nemico
- Cosa Facciamo bene

Cosa siamo chiamati ad affrontare.
Ogni giorno, tutti i giorni.

Differentiation

Innovation

Agility

Simplicity

Productivity

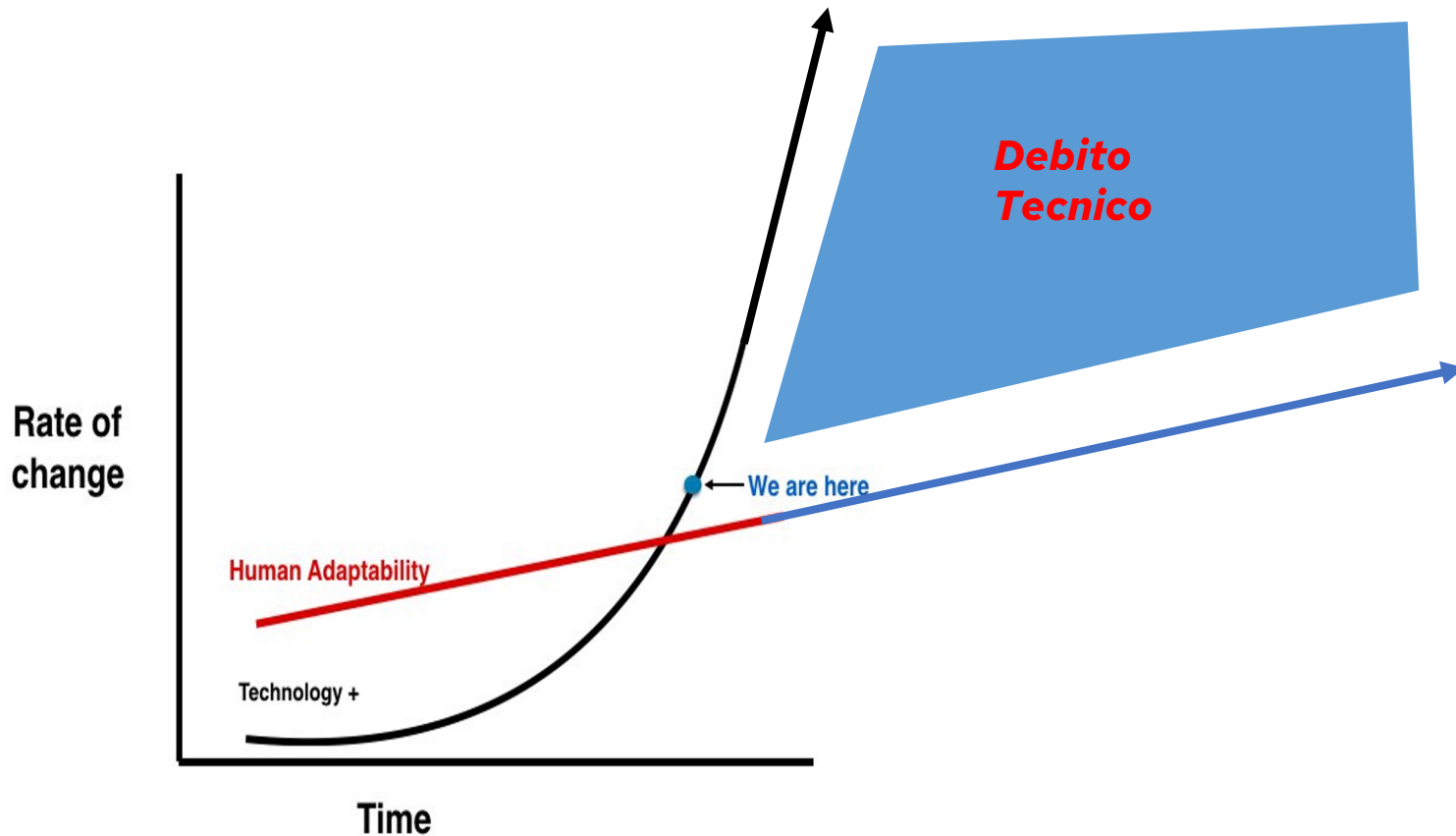Faster time to market for applications

Less unplanned downtime

More efficient response

Faster troubleshooting

IL nostro nemico: Il debito tecnico

Rate of change

Debito Tecnico

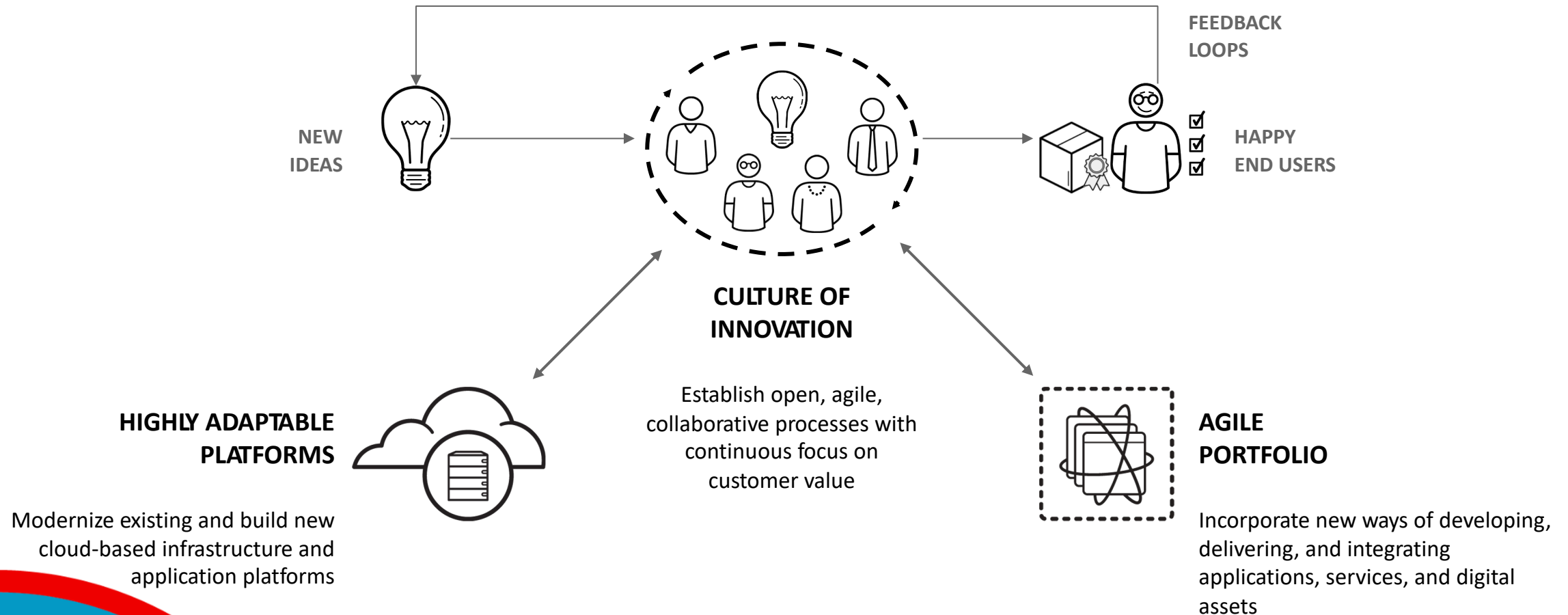Human Adaptability

We are here

Technology +

Time

Eric Teller, in Thomas Friedman,
Thank You for Being Late

Da dove arriva il "debito tecnico"

- *Innovazione che alimenta l'innovazione*

- *La linearità della curva di apprendimento*

- *Carico cognitivo*

- *Competenze ed organizazione*

Red Hat | intel

CONTINUOUS INNOVATION

TRANSFORMS HOW CUSTOMERS DO BUSINESS AND THEIR I.T. ECOSYSTEM

FEEDBACK LOOPS

NEW IDEAS

HAPPY END USERS

CULTURE OF INNOVATION

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

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

Red Hat | intel

"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 evolvere.
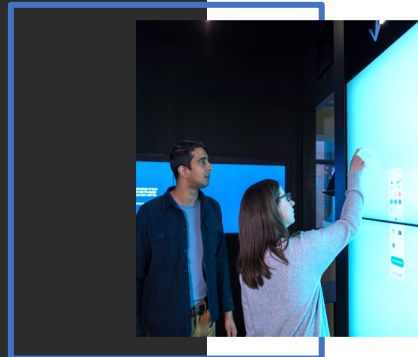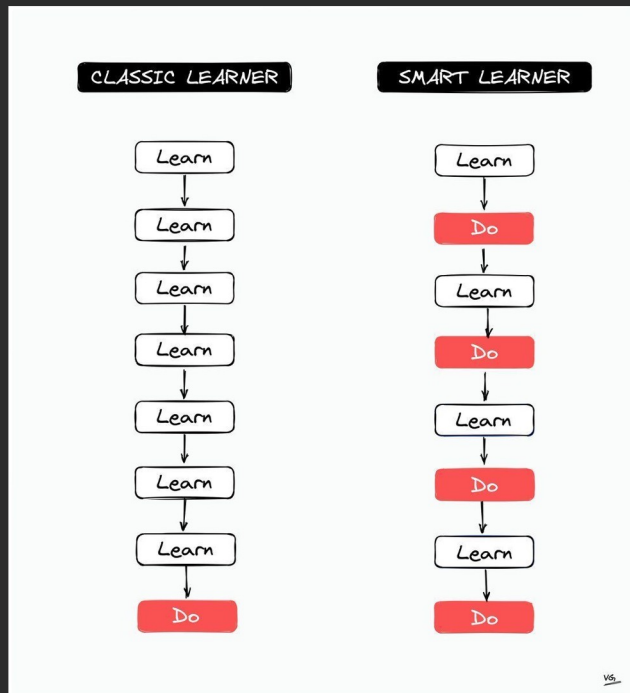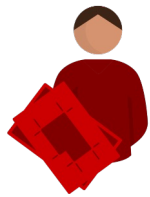

Red Hat Consulting
1 **BUILD, ENABLE, and SCALE** a faster path to meaningful business outcomes

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

Red Hat Support
3 **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)

Red Hat | intel.

Persona based training

App Developer	SysAdmin & IT Ops	Automation architects	Site Reliability Engineer	IT Leader/PM

Developing solutions that are widely used

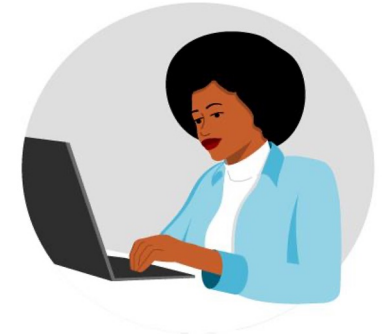Solving challenges with new technologies and improving the lives of others

Figuring out creative automation solutions

Bringing software engineering practices to IT operations

Improving employee experience and customer experience

Real Life Persona based Training
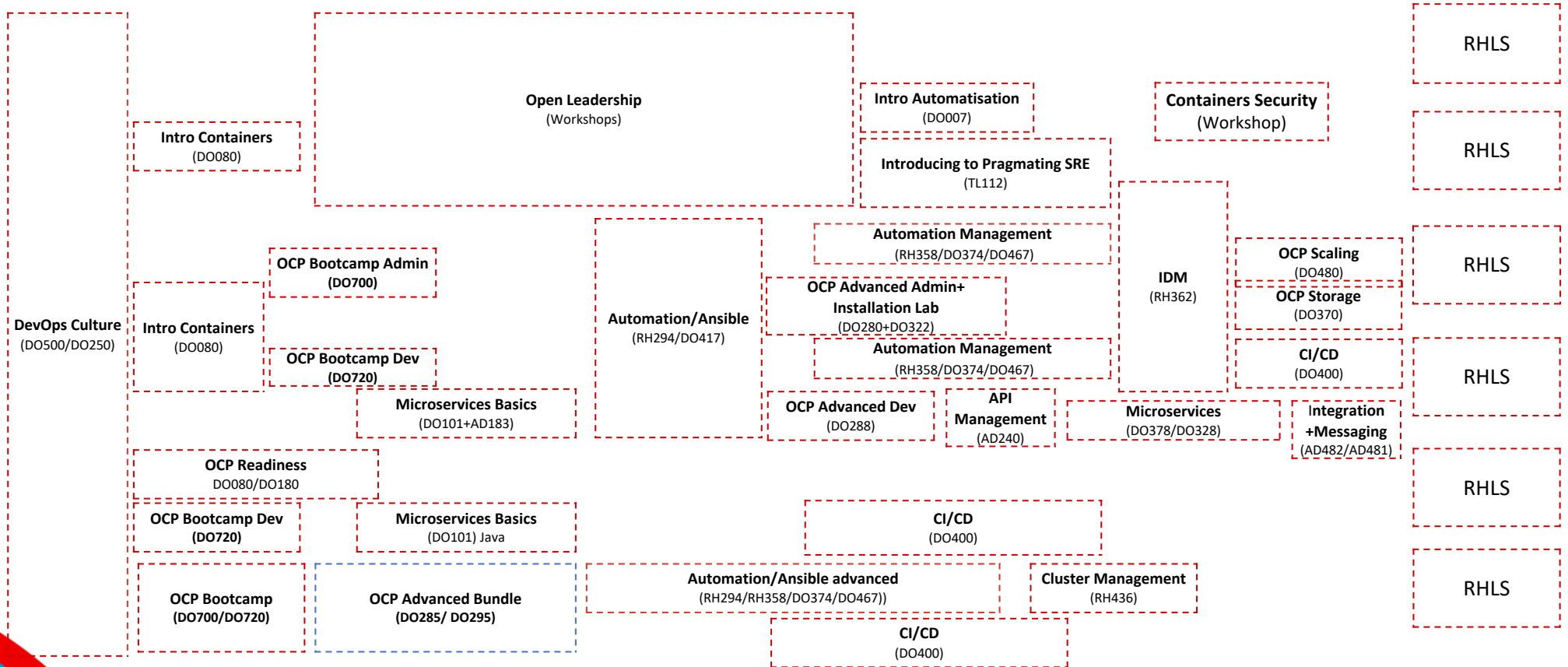
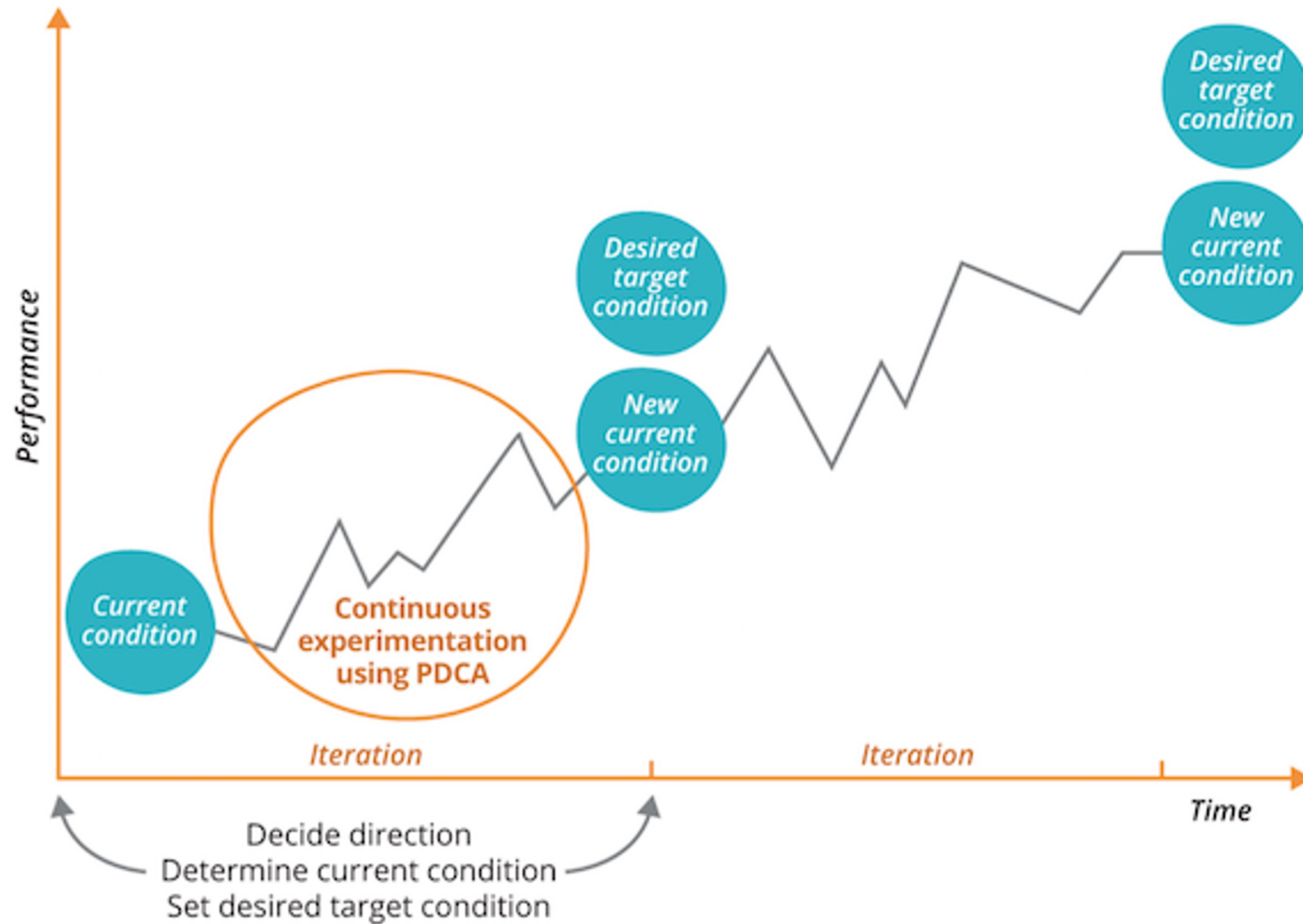|	EXPLORE + ADAPT	PILOT	EXPLORE FOR PREPARE	PREPARE	SCALE
PERSONA	AWARENESS	ONBOARDING & ENABLEMENT	ACCELERATION	OPTIMIZATION	AUTONOMY

Others

MANAGER/PM

OPERATIONS

DEV/DEVOPS

ARCHITECT

CORE TEAM

RHLS

RHLS

RHLS

RHLS

RHLS

RHLS

Open Leadership
(Workshops)

Intro Automatisation
(DO007)

Containers Security
(Workshop)

Intro Containers
(DO080)

Introducing to Pragmating SRE
(TL112)

Automation Management
(RH358/DO374/DO467)

OCP Bootcamp Admin
(DO700)

OCP Advanced Admin+
Installation Lab
(DO280+DO322)

IDM
(RH362)

OCP Scaling
(DO480)

OCP Storage
(DO370)

DevOps Culture
(DO500/DO250)

Intro Containers
(DO080)

Automation/Ansible
(RH294/DO417)

Automation Management
(RH358/DO374/DO467)

CI/CD
(DO400)

OCP Bootcamp Dev
(DO720)

Microservices Basics
(DO101+AD183)

OCP Advanced Dev
(DO288)

API
Management
(AD240)

Microservices
(DO378/DO328)

Integration
+Messaging
(AD482/AD481)

OCP Readiness
DO080/DO180

OCP Bootcamp Dev
(DO720)

Microservices Basics
(DO101) Java

CI/CD
(DO400)

OCP Bootcamp
(DO700/DO720)

OCP Advanced Bundle
(DO285/ DO295)

Automation/Ansible advanced
(RH294/RH358/DO374/DO467))

Cluster Management
(RH436)

CI/CD
(DO400)

Red Hat | intel.

Approccio evolutivo alla innovazione

What's Next
Red Hat Discovery Session
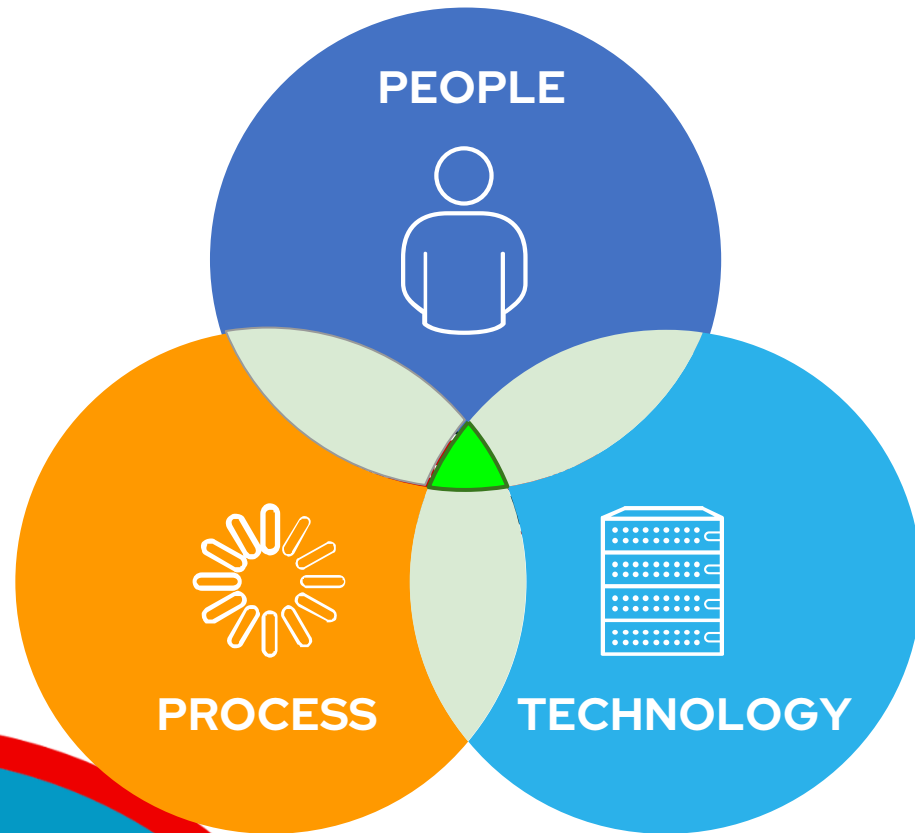
Not just about technology...

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