

Red Hat at Ingram Micro



Why Red Hat at Ingram Micro?

Ingram Micro is Red Hat's largest global distributor allowing for an abundance of resources at your disposal. Leverage our team as an extension of yours, to give you more time to focus on your customers needs, while letting Ingram Micro do the heavy lifting. Red Hat can be quite a complex vendor to license and deploy, but with our team of experts, we can help you certify in our emerging products, utilize our lead generation tools, build pipeline, and ultimately close the opportunities you uncover, to deliver a solution that will solve your customers needs.

Resources

- 14+ dedicated Ingram Micro resources for Red Hat covering licensing, business development, marketing, and technical support
- Deployable field Sales Executive
- Deployable field Technical Consultant
- IGF and Alternative Financing solutions available to all partners

Marketing

- Demand Generation tools and campaigns
- MDF allotment to drive strategic partner initiatives quarterly
- Collaboration across complimentary vendors to Red Hat to build out full solutions
- Roadmap for Training and Certification within Emerging Products
- OpenShift on Ingram Micro's Marketplace

Technical

- Delivery of hands-on product workshops on behalf of partner to end-users
- Enablement of partner technical resources via workshops/webinars/1:1 consultations
- Center of Excellence for both pre- and post-sales support (see last page for detail)

Ingram Micro's Red Hat Dedicated Contacts



Red Hat Business Development
Amanda Hammer
 1-716-633-3600 x 65177
 RedHatMDTeam@ingrammicro.com

- Dedicated Red Hat support
- Partner Enablement
- Partner Progression
- General Point of Contact for Red Hat



Red Hat Solution Sales Executive
Steve Dinizo
 973-396-7678
 Steve.Dinizo@ingrammicro.com

- Trusted Advisor
- Field Resource
- Partner Enablement
- Partner Progression



Red Hat Technical Consultant
Ivan Aguilera
 Ivan.Aguilera@ingrammicro.com

- Field Deployable
- Partner Pre-sales Technical Planning and Support
- Focused on Red Hat/IBM Products

Red Hat CCSP
 RedHatCCSP@ingrammicro.com

- Certified Cloud & Service Provider
- Monthly Re-occurring Subscription & Consumption Model
- Dedicated Support & Enablement

Red Hat Licensing Team

1-800-456-8000 x 76409
 Redhat-licensing@ingrammicro.com
 Desk hours: Monday-Friday 8:30am EST - 6:30pm EST



- Dedicated Red Hat support, 7-person team, longest tenured distribution team
- Streamlined rejection/cancellation order policy (we only request missing/needed information from you after we have exhausted all other means)
- Assist in presales support, including quoting and configurations
- Order management, fulfillment and tracking
- SLA of 2 hours for orders and quotes, maximum of 4 hrs. during peak periods. Escalations available upon request
- Assistance with Red Hat special quotes, deal registration, and co-term requests (we assist in escalating these quotes in Red Hat's queue, find out who the RH rep is on these deals)
- Extended coverage on Ingram/Red Hat quarter end and month end
- Assist with renewals management (we work with Red Hat to supply incumbent renewals list and renewal quotes)

Ingram Micro's Red Hat Center of Excellence



We are excited to announce the launch of our Red Hat Center of Excellence!

Our new team is comprised of highly technical engineers certified in all Red Hat products. Our goal is to help you develop the skills and comfort with Red Hat technology, allowing you to accelerate adoption of Red Hat solutions and time to market.

Get an array of services for both pre-sales and post-sales support

Proof of concept

- Create personalized demo environment for specific product or service realization of a certain method or idea in order to demonstrate its feasibility
- Presentation of technology/solution/service best fitted to customer specific demands.
- Proof of concept can be delivered on client's infrastructure or in Ingrammicro cloud demo environment

Migrations & upgrades

- Provide consulting and hands-on support for migration from different products to Red Hat solutions
- Provide consulting and hands-on support for upgrade from previous versions of Red Hat solutions and migration from other vendor products to Red Hat provided solutions.

Consultancy services

- Provide guidance, expertise, in-depth view of new solutions and trends, summarizing viable options for clients
- Providing professional feedback on client inquiry

Solution design (HLD & LLD)

- Provide hands on designs or/with proof-of-concept deployments on demand
- Tailor made best suiting design by following industry best practice principles

Technical specifications

- Provide and Explain and provide what requirements and BoM/BoQ are used in solutions

Knowledge updates (online)

- Provide inside view on new trends and concepts

Troubleshooting & Maintenance

- Providing remote troubleshooting & maintenance sessions to the end-user, introducing workaround solutions, performing root-cause analysis and providing final resolution steps.
- Provide in depth knowledge of internals to be able to provide help finding source (root cause) of issues and provide ongoing upkeep of services with highest level of quality

Virtual Trainings

- Provide Virtual Instructor Led Trainings (VILT) using hands-on labs/demo environment

Please reach out to our team for support on any of the Red Hat product line:

RHEL, RHEV, Storage, OpenStack, Runtime, JBOSS, Ansible, OpenShift, Fuse, AMQ, Single Sign-On, 3Scale API Management, CCSP

Responses will be returned within the next business day, for this reason we ask that you provide as much information as possible in the original request.

Red Hat Center of Excellence Team:
redhat.support@ingrammicro.com