

# 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:  
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