



**Connect**

# Delivering Business Success: Unlocking the value of Enterprise AI and Modern Virtualization with Red Hat Services

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# An Overview of Red Hat Services





# Red Hat Services

Optimize your IT infrastructure and maximize the value of your technology investment through mentorship, tailored support, and targeted skill development from product experts. **Red Hat Services** consists of:

## Consulting

Receive expert guidance from [Red Hat Consulting](#). Mitigate risks through hands-on mentorship, create a tailored strategic roadmap, and scale with proven best practices

## Technical Account Management (TAM)

[TAMs](#) act as your trusted point of contact to provide operational guidance and advisory services for ongoing support and improvement

## Training and Certification

Our [Training and Certification](#) program offers a flexible platform to help teams build and validate skills. Hone your teams' Red Hat product expertise to meet organizational goals

# The Business Value of Red Hat Services

Increase efficiency, optimise operations, unlock business value



## Openshift Consulting

- **46% Faster**  
OpenShift implementation
- **18% Less**  
OpenShift adoption cost
- **50% Higher Productivity**  
With OpenShift Consulting
- **10% Higher**  
App stack modernization rate



## Technical Account Mgmt.

- **\$3.3M Improved**  
Profitability from Dev/ IT Prod.
- **\$433K Lower**  
Technology Costs
- **\$1.1M Lower**  
System Outage Costs
- **67% Reduction**  
in System Outage Time



## Training & Certification

- **45% to 50% More**  
Efficient IT Staff
- **13% Less**  
IT Turnover Rate
- **32% Less**  
Time to Remediate tickets
- **3% Less**  
Risk exposure

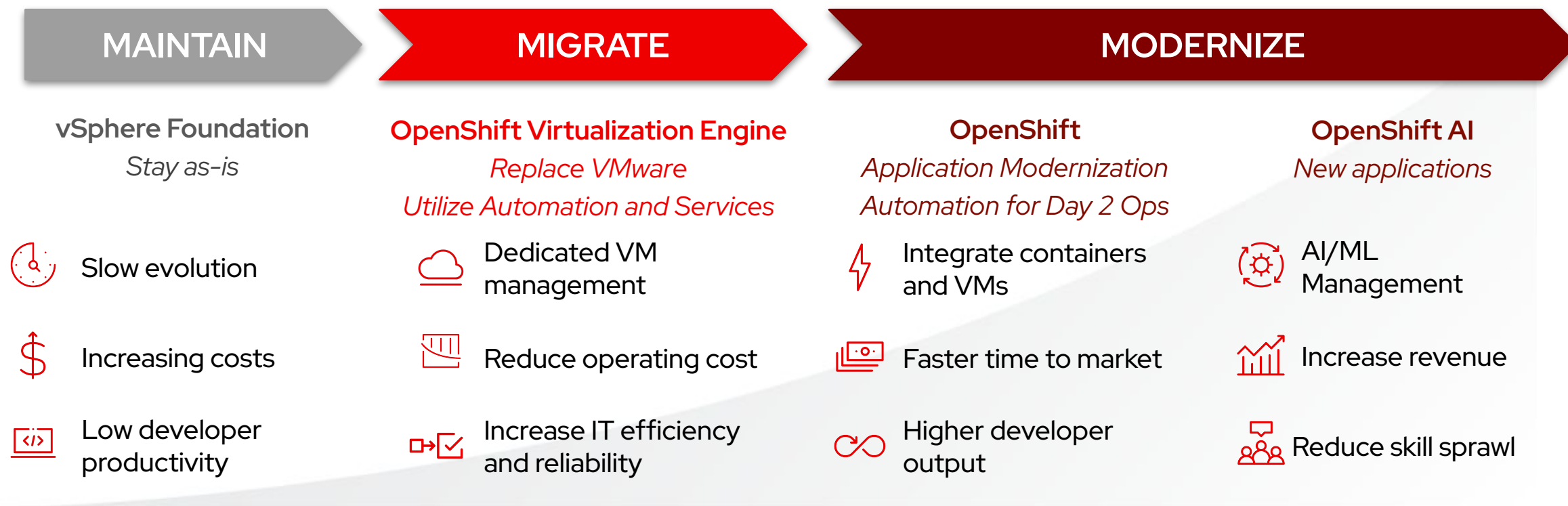


# Migrating to Red Hat OpenShift Virtualization



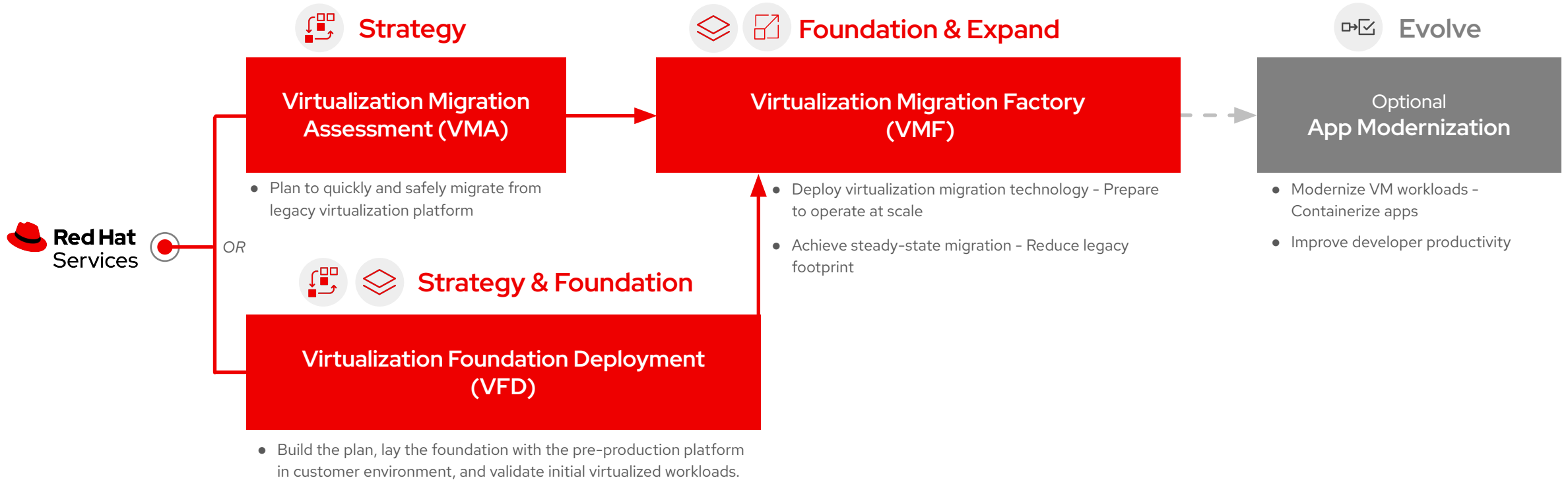
# Solve Near-Term Challenges, Invest in Long-Term Value

Efficiently migrate VMs now to reduce operating costs and unlock additional value in the future



# A bird's eye view into your Virtualization journey

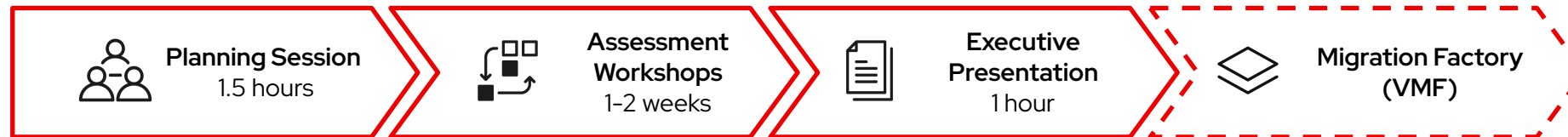
A customizable approach based on your business needs and current environment



Training & Certifications | Technical Account Management

# Virtualization Migration Assessment

## Our Approach

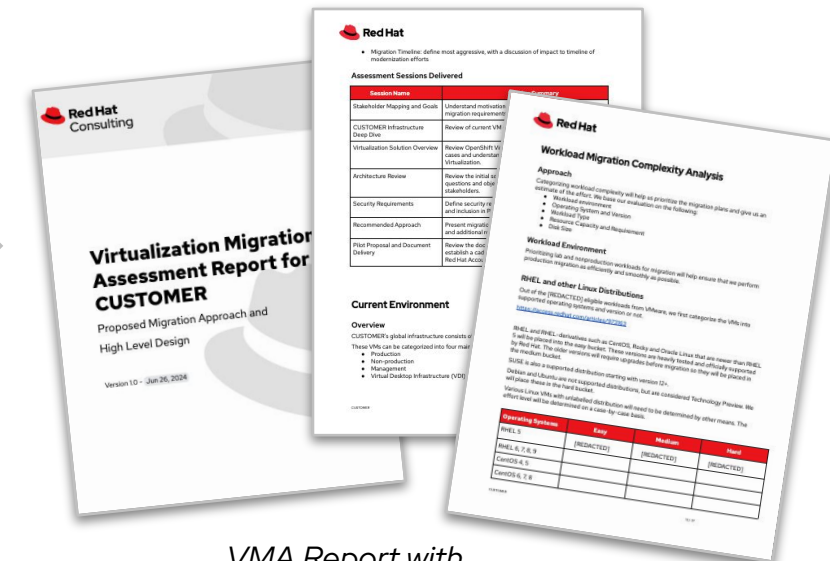


## What We Cover

- OpenShift Virtualization features
- Virtual environment deep dive: networking, storage, security, backup, and disaster recovery
- High level solution design
- Workload migration analysis and recommended migration approach
- Cost and duration estimates for full migration with Red Hat Services

## Customer Outcomes

- Understand the solution, how to get there, how long it will take, and how much it will cost
- Understand your migration complexity and target low-complexity workloads for migration
- Leverage OpenShift, Ansible, and ACM product capabilities supported by Red Hat technology experts
- Faster time-to-value by embarking on a customer journey with Red Hat Services



VMA Report with  
proposed solution  
design and approach

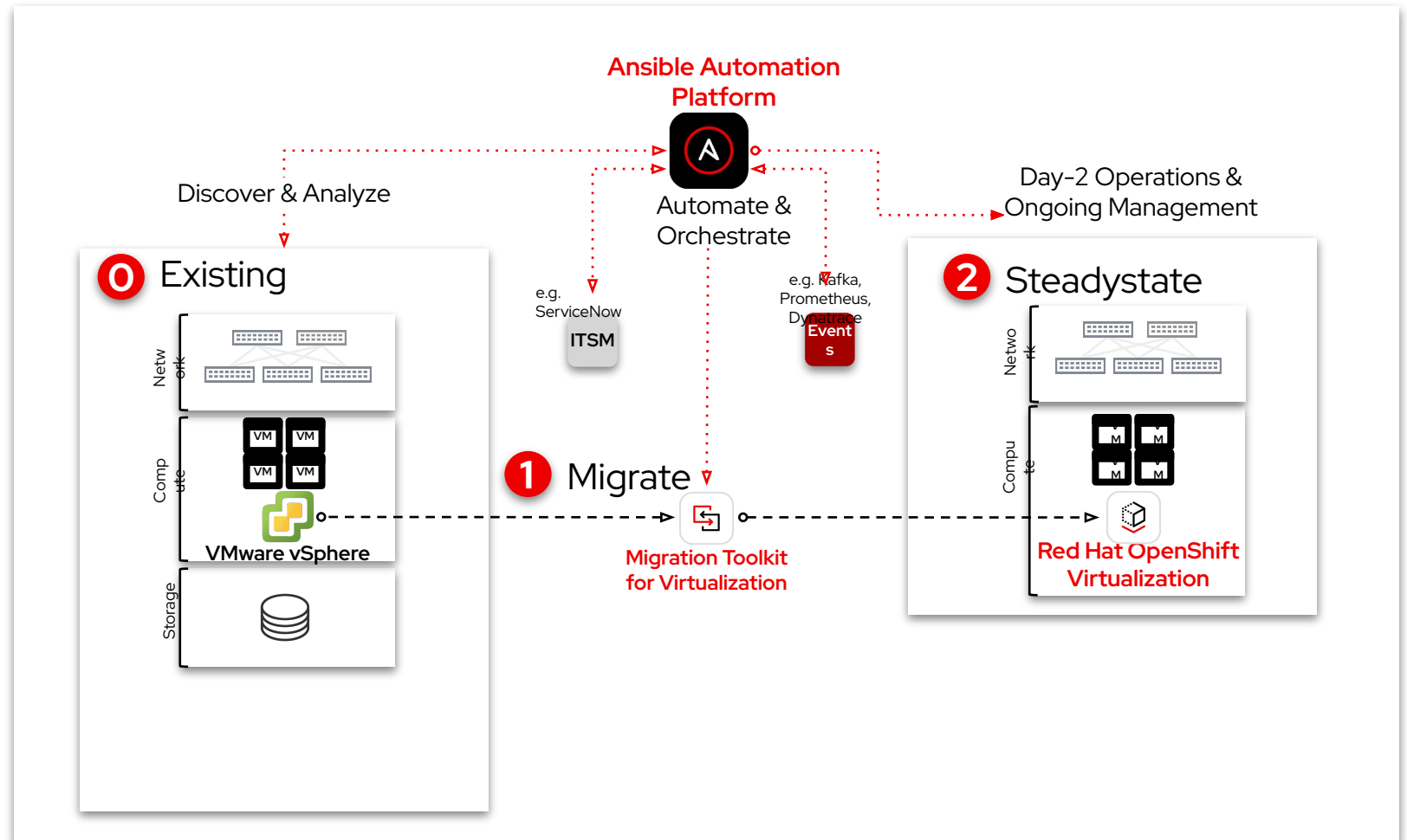




# Accelerating Migrations at Scale with AAP

## A Migration factory from Day-0 to Day-2 with Ansible automation







- 0 Evaluate and scope**  
Evaluate the existing data center setup
- 1 Migrate**  
Use MTV to migrate virtual machines to OpenShift Virtualization. Ansible helps automate orchestrate as needed.
- 2 Red Hat Steadystate**  
VMs are now hosted on OpenShift Virtualization alongside container workloads. Ansible Automation Platform handles day two operations.



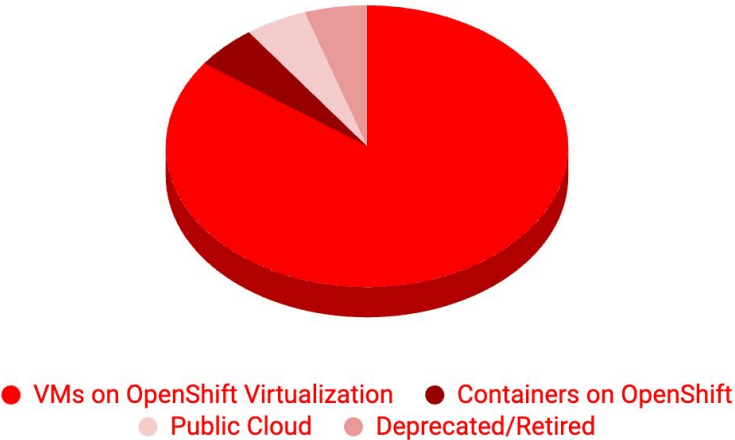
# Experience matters

How customers are engaging with us



	100+	VMAs in the pipeline
	60+	VMAs successfully completed
	1MM+	Total VMs assessed
	350+	Migrated VMs per day, per customer
	350K+	VMs in migration (active or planned)
	99%	VM migration success rate

VM Migration Landing Zones



# Accelerating Enterprise AI Adoption



# A customized journey for adopting Red Hat AI

Learn how to maximize your technology investments with Red Hat Services

Where you  
are

Where you  
need to be

## Discover

### AI Assessment

- Create a shared understanding of your current and desired future state
- Highlight technical, procedural, and organizational areas that can improve and translate business objectives into scalable roadmaps
- Establish a collaborative approach for AI innovation to align with business goals

## Learn

### Team alignment & skill building

- Immersive training that addresses cultural and technical practices to collaborate on a single platform
- An end-to-end journey of a predictive use case, from ideation to inner loop experimentation to production
- Red Hat Training and Certification offers role-based, hands-on courses and exams that help organizations develop the skills they need for long-term AI success
- Get started with our free technical overviews and then dive deeper into [Red Hat curriculum](#).

## Prototype

### AI Incubator

- Assist with releasing solution in your environment
- Demonstrate foundational GenAIOps/MLOps best practices and skills
- Prioritize use cases based on your business goals
- Build a functional custom prototype based off of a variety of different use cases (ex: LLM Optimization, Model as a service (MaaS), Assistants and Agents etc)

## Deploy

### AI Platform Foundation

- Upskill customer's AI Platform team, data scientists and AI engineers
- Help customers adopt new AI capabilities
- Layout future roadmap of skills and capabilities
- Increase teams core operations competency in the AI space

## Scale

### Operationalizing AI

- Establish a push-button platform for:
  - Deploying and Operating Generative AI solutions
  - MLOps for predictive workloads
- Automate training and deployment pipelines
- Establish patterns and best practices for managing production ready solutions

Operational guidance & advisory services from TAM Services for Red Hat AI Platform



# Explore what's possible

Design your journey around business priorities and impactful outcomes

## AI Platform as-a-service

### Getting GenAI to production

Scale your AI initiatives seamlessly across the hybrid cloud with the flexibility and consistency for building, deploying, and running AI models

GPU as a Service

Models as a Service

## Agentic AI

### Develop Agentic AI

Accelerate Agentic AI delivery and move beyond foundational AI to transform solutions and maintain a competitive edge in an evolving market

Accuracy and Hardening Evals

Safety and Security Guardrails

Agents

Assistants

## LLM Ops

### Improve model performance

Optimize Generative AI models using your data to enhance model accuracy, minimize computational costs, and improve operational efficiencies

LLM Lifecycle management

RAG & Model Fine Tuning

LLM Serving Optimization

LLM Selection and Optimization

## ML Ops

### Manage ML models and pipelines

Streamline the ML lifecycle to focus on techniques that deliver quicker insights, operate more cost-effectively, and contribute to higher operational efficiency across your enterprise

Data Science Experiments

Model Training & Testing

Predictive Model Lifecycle Management

Automation with Pipelines\*

# Technical Account Management for AI

Your trusted advisor for a successful AI journey with Red Hat.

## Ease integration

Optimize development and streamline model deployments across any environment while building scalable, adaptable infrastructure for AI workloads.

## Learn best practices

Get enhanced security guidance, performance insights, proactive technology reviews, and current documentation on Red Hat's AI solutions.

## Optimize operations

Accelerate implementation with swift production transitions, efficient cross-environment operations, and streamlined support collaboration.

## Get proactive support

Access strategic planning assistance, regular issue reviews, proactive downtime prevention, future project visibility, and implementation guidance.

# Red Hat AI: Innovation in Action



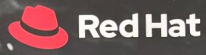
# Accelerating Business Value with Learning Services









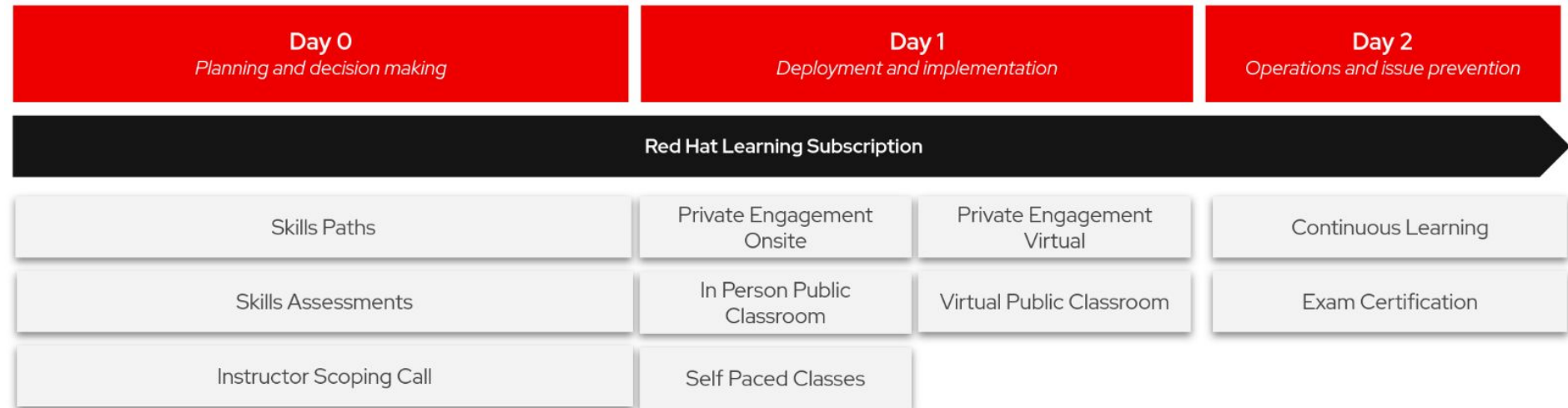


WOULD YOU  
OPERATE  
WITHOUT  
TRAINING?

► [redhat.com/training](https://redhat.com/training)

# Red Hat Training as an enabler in your Transformation Journey

To accelerate the adoption of Red Hat technology and  
the adoption of Devops Culture



# Telefonica Reskilling Program

"Employees that go through structured training think, and act, differently. They are more structured and are better able to identify risk areas and opportunities for improvement, even outside our Red Hat environment."

## The Business Value of Red Hat Training

### Red Hat Training Economic Benefits

- ▶ Improved employee efficiency.
  - Fewer hours spent per IT task.
  - Improved time to value for new hires.
  - Increased IT employee retention rates.
- ▶ Increased IT performance and agility.
  - Increased infrastructure output.
  - Shift to predictive support.
  - Improved ability to meet business and IT milestones.
- ▶ Improved governance.
  - More secure and predictable



<https://www.youtube.com/watch?v=j9eHC7JLcZk>

<https://www.youtube.com/watch?v=SjEOy2DImwE>



**Red Hat Use Case:** Accelerate application development and delivery

Use Case	Training path
Accelerate (new) app development	<ul style="list-style-type: none"><li>• <a href="#">DO120 - Introduction to Red Hat OpenShift Service on AWS (ROSA)</a></li><li>• <a href="#">DO121 - Introduction to Microsoft Azure Red Hat OpenShift (ARO)</a></li><li>• <a href="#">DO188 - Red Hat OpenShift Development I: Introduction to Containers with Podman</a></li><li>• <a href="#">DO288 - Red Hat OpenShift Development II: Containerizing Applications</a></li><li>• <a href="#">DO244 - Developing Applications with Red Hat OpenShift Serverless and Knative</a></li><li>• <a href="#">DO378 - Red Hat Cloud-Native Microservices Development with Quarkus</a></li><li>• <a href="#">DO400 - Red Hat DevOps Pipelines and Processes: CI/CD with Jenkins, Git, and Test Driven Development</a></li><li>• <a href="#">DO328 - Building Resilient Microservices with Istio and Red Hat OpenShift Service Mesh</a></li><li>• <a href="#">AD482 - Developing Event-Driven Applications with Apache Kafka and Red Hat AMQ Streams</a></li></ul>
Modernize existing applications	<ul style="list-style-type: none"><li>• <a href="#">AD221 - Cloud-native Integration with Red Hat Fuse</a></li><li>• <a href="#">DO101 - Introduction To OpenShift Applications</a></li><li>• <a href="#">DO180 - Red Hat OpenShift Administration I: Containers &amp; Kubernetes</a></li><li>• <a href="#">DO280 - Red Hat OpenShift Administration II: Operating a Production Kubernetes Cluster</a></li><li>• <a href="#">DO313 - Red Hat Single Sign-On Administration</a></li><li>• <a href="#">DO316 - Managing Virtual Machines with Red Hat OpenShift Virtualization</a></li><li>• <a href="#">DO400 - Red Hat DevOps Pipelines &amp; Processes</a></li><li>• <a href="#">DO480 - Multicloud Management with Red Hat OpenShift Platform Plus</a></li></ul>

Red Hat Use Case: Platform simplification

Use Case	Training path
Standardize on Linux for any workload	<ul style="list-style-type: none"><li>• <a href="#">Red Hat Enterprise Linux® Technical Overview (RH024)</a></li><li>• <a href="#">Red Hat System Administration I (RH124)</a></li><li>• <a href="#">Red Hat System Administration II (RH134)</a></li><li>• <a href="#">RHCSA Rapid Track Course (RH199)</a></li><li>• <a href="#">Red Hat System Administration III: Linux Automation with Ansible® (RH294)</a></li><li>• <a href="#">RHCE exam (EX294)</a></li></ul>
Expanding workloads to the cloud - Linux	<ul style="list-style-type: none"><li>• <a href="#">Red Hat Enterprise Linux® Technical Overview (RH024)</a></li><li>• <a href="#">Red Hat Satellite Technical Overview (RH053)</a></li><li>• <a href="#">Red Hat System Administration I (RH124)</a></li><li>• <a href="#">Red Hat System Administration II (RH134)</a></li><li>• <a href="#">RHCSA Rapid Track Course (RH199)</a></li><li>• <a href="#">Red Hat System Administration III: Linux Automation with Ansible® (RH294)</a></li><li>• <a href="#">Red Hat Satellite 6 Administration (RH403)</a></li><li>• [Optional] <a href="#">Red Hat Security: Linux in Physical, Virtual, and Cloud (RH415)</a></li></ul>



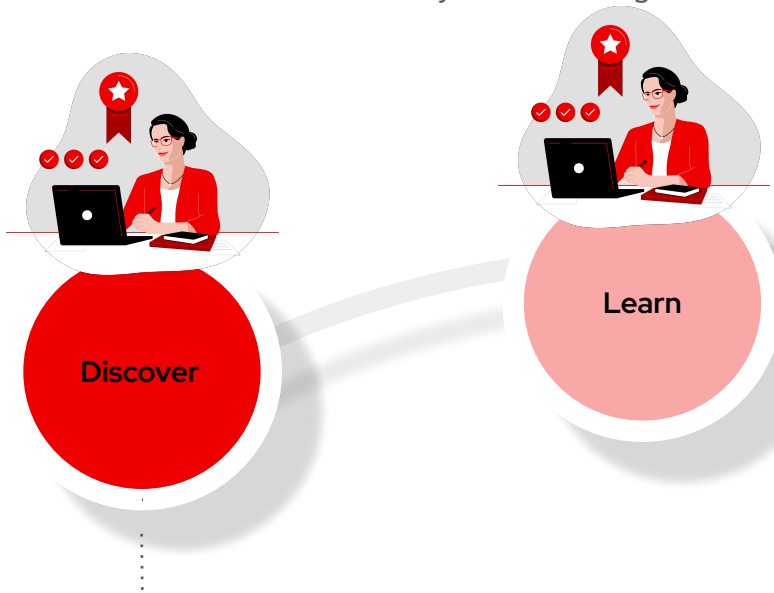
Red Hat Use Case: Automate to accelerate your business

Use Case	Training path
Automate the enterprise	<ul style="list-style-type: none"><li>• <a href="#">Ansible Basics: Automation Technical Overview (DO007)</a></li><li>• <a href="#">Red Hat Enterprise Linux Automation with Ansible (RH294)</a></li><li>• <a href="#">Developing Advanced Automation with Red Hat Ansible Automation Platform (DO374)</a></li><li>• <a href="#">Managing Enterprise Automation with Red Hat Ansible Automation Platform (DO467)</a></li><li>• <a href="#">Microsoft Windows Automation with Red Hat Ansible Automation Platform (DO417)</a></li><li>• <a href="#">Network Automation with Red Hat Ansible Automation Platform (DO457)</a></li><li>• <a href="#">Red Hat Services Management and Automation (RH358)</a></li><li>• <a href="#">Red Hat Security: Linux in Physical, Virtual, and Cloud (RH415)</a></li></ul>
Automate and manage the hybrid cloud	<ul style="list-style-type: none"><li>• <a href="#">Red Hat Linux® Automation with Ansible (RH294)</a></li><li>• <a href="#">Developing Advanced Automation with Red Hat Ansible Automation Platform (DO374)</a></li><li>• <a href="#">Managing Enterprise Automation with Red Hat Ansible Automation Platform (DO467)</a></li><li>• <a href="#">Red Hat Services Management and Automation (RH358)</a></li><li>• <a href="#">Red Hat Satellite 6 Administration (RH403)</a></li><li>• <a href="#">Multicloud Management with Red Hat OpenShift Platform Plus (DO480)</a></li><li>• <a href="#">Microsoft Windows Automation with Red Hat Ansible (DO417)</a></li><li>• <a href="#">Red Hat Ansible for Network Automation (DO457)</a></li></ul>

# Training Business Value is <embedded> into AI Business Value

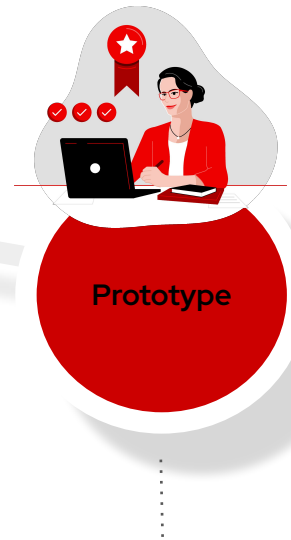
## Team alignment & skill building

Hands-on training that helps your teams work together on one platform. Red Hat Training and Certification offers role-based courses and exams that help organizations develop the skills they need for long-term AI success.



## AI Assessment

Our focus is on helping customers identify their main business goals, desired AI use cases, solve early problems, and create a practical, scalable plan. We assess AI readiness, study the feasibility and costs, and run workshops to align your strategy.

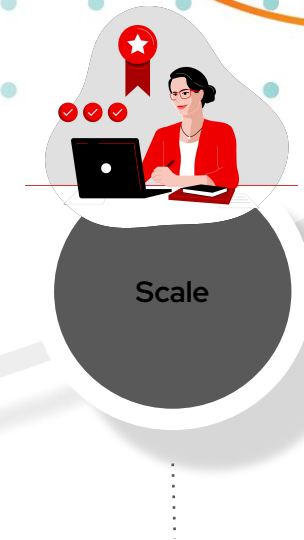
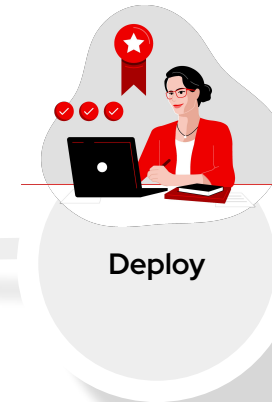


## AI Incubator

We offer a detailed design for your pilot, recommend technology, prioritize uses, and help to build a functional prototype based on different use cases (ex: LLM Optimization, Model as a service (MaaS), Assistants and Agents).

## AI Platform Foundation

Move from pilot to production smoothly, securely, and at scale. Learn how to check compliance and prepare to scale.



What's next?

## Operationalizing AI

Establish a central team to scale AI across your hybrid cloud. We help you monitor and optimize models for performance and cost while adapting your strategy.



# Your path to delivering AI-driven transformation outcomes

Build the skills, processes and culture needed to optimize your IT infrastructure with Red Hat  
Training and Certification

## Discover



MLOps Enablement with Red Hat OpenShift AI (AI500)

Audience: MLOps Platform Users, MLOps platform providers and MLOps platform stakeholders



Certification



Course

## Foundation



Red Hat AI Inference Server Technical Overview (AI010)



Red Hat Enterprise Linux AI Technical Overview (AI096)



Red Hat OpenShift AI Technical Overview (AI067)

Audience: AI/ML engineers, data scientists and AI practitioners, developers and MLOps engineers

## Deploy



Develop, Test, and Run Granite Family LLMs with Red Hat Enterprise Linux AI (AI269)



Red Hat OpenShift Developer II: Building and Deploying Cloud-native Applications (DO288)



Python Programming with Red Hat (AD141)

Audience: Data scientists and AI practitioners, developers, and system administrators

## Expand

Continue your journey



Developing and Deploying AI/ML Applications on Red Hat OpenShift AI (AI267)



Audience: Data scientists and AI practitioners, developers, data scientists and MLOps engineers



# AI500: MLOps Practices with Red Hat OpenShift AI

Business Success with Dynamic Learning



## Build Skills & Teams

Enable AI teams for efficient delivery to achieve business goal



## Introduce AI on OpenShift

Familiarize yourself with the MLOps platform



## Introduce Best Practices

Successfully delivery Predictive AI Models



# Training Business Value: AI Use Case 1 – MLOps

## Use Case

### 1. Establishing a Production-Ready MLOps Pipeline

- **Description:** A company's data science team is developing numerous AI models, but the IT Operations team lacks the expertise to deploy and manage them consistently across hybrid cloud environments.
- **Training Value:** Training services enable the MLOps/IT Operations teams to implement a **standardized, automated MLOps pipeline** on Red Hat OpenShift. This ensures **consistent governance, security, and scalability** for all AI workloads, transforming fragmented proof-of-concepts into enterprise-grade solutions.
- **Business Value:**
  - Accelerated Time-to-Market for AI Solutions
  - Reduced Operational Friction



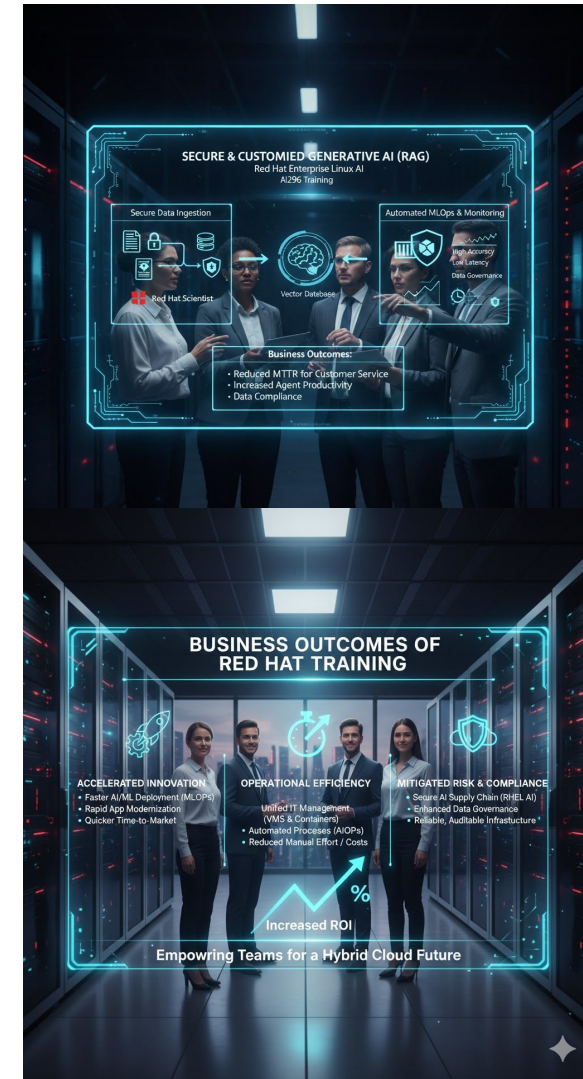


# Training Business Value: AI Use Case 2 - LLM

## Use Case

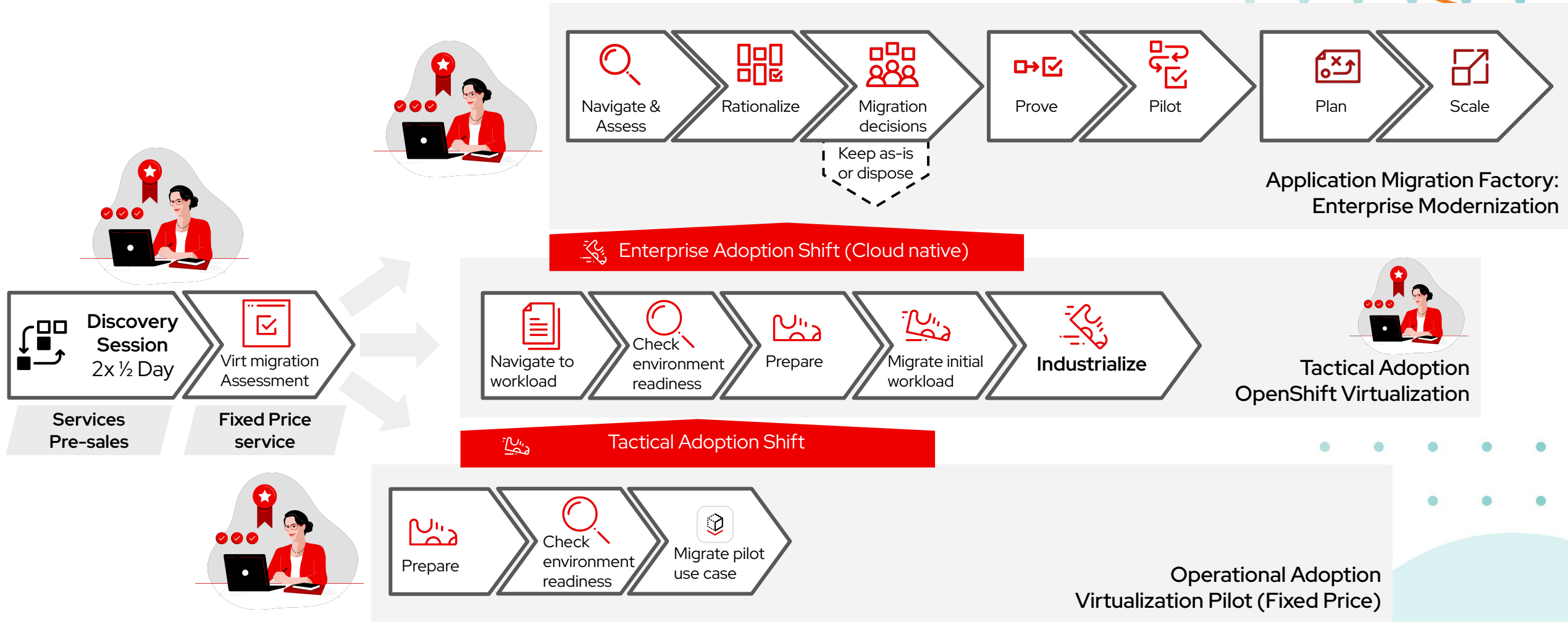
### 2: Securing and Hardening the LLM Supply Chain

- **Description:** Financial Services or Government/Public Sector  
Target Audience: AI Platform Engineers, IT Security Teams, and MLOps Engineers.
- **Training Value:** Installing, configuring, and maintaining the **secure, immutable, and accelerated foundation** for internal LLMs (Large Language Models) using RHEL AI.
- **Business Value:**
  - Accelerated Time-to-Market for AI Solutions
  - Reduced Operational Friction



# Red Hat Approach for OpenShift Virtualization

Tactical Adoption leads into Enterprise Modernization



# Training Business Value: OCP Virt Use Case 3 - Unified MGMT

## Use Case

### 3. Unified Management of Legacy and Modern Workloads

- **Description:** An organization has mission-critical legacy applications running on traditional VMs that cannot be easily containerized, while simultaneously developing new, cloud-native applications. They use separate tools and teams for each.
- **Training Value:** OpenShift Virtualization training upskills administrators and architects to **seamlessly migrate and manage existing VMs** directly within OpenShift clusters. This creates a **single pane of glass** for both VMs and containers, improving the efficiency of IT staff and eliminating the need for separate management tools and training for two distinct technologies.
- **Business Value:**
  - Infrastructure Cost Reduction and Consolidation
  - reduce or eliminate reliance on costly, siloed legacy virtualization platforms

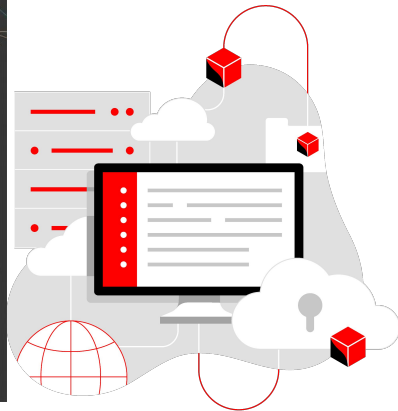


# Business ROI is not Academic Assessment

$$\text{ROI} = \frac{(\text{Total Financial Benefits} - \text{Total Training Investment})}{\text{Total Training Investment}} \times 100\%$$



- ▶ Calculating AI **Business Value** of Training Services
- ▶ Calculating Virt Migration **Business Value** of Training Services









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# Thank you



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# Training Business Value: AI Use Case 1 – MLOps

## Use Case

### 1. Establishing a Production-Ready MLOps Pipeline

- **Description:** A company's data science team is developing numerous AI models, but the IT Operations team lacks the expertise to deploy and manage them consistently across hybrid cloud environments.
- **Training Value:** Training services enable the MLOps/IT Operations teams to implement a **standardized, automated MLOps pipeline** on Red Hat OpenShift. This ensures **consistent governance, security, and scalability** for all AI workloads, transforming fragmented proof-of-concepts into enterprise-grade solutions.
- **Business Value: Accelerated Time-to-Market for AI Solutions:** Training reduces the steep learning curve for complex MLOps tools, allowing data scientists and MLOps engineers to move models from experimentation to production more quickly.

**Reduced Operational Friction:** Skilled teams can standardize their AI infrastructure and operations, minimizing manual effort, reducing errors, and improving the efficiency of model monitoring and maintenance.

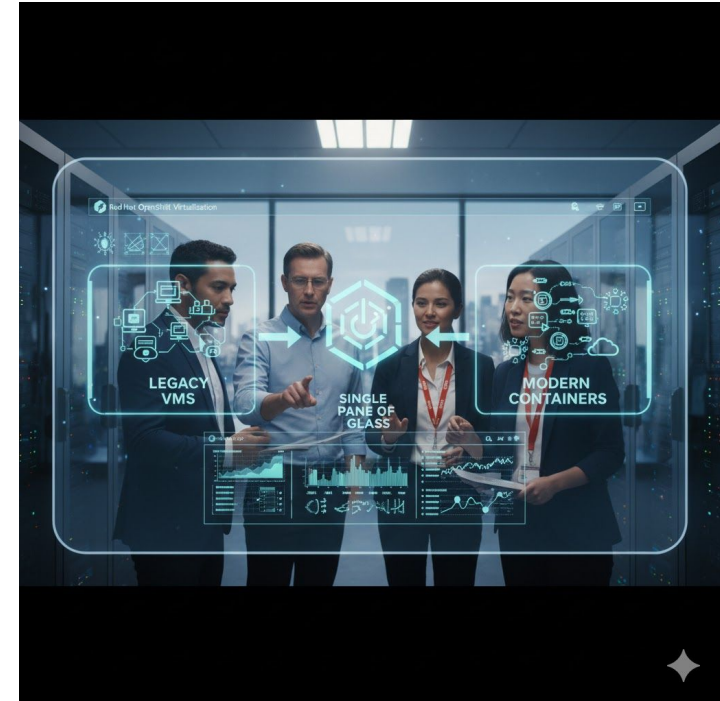


# Training Business Value: OCP Virt Use Case 3 - Unified MGMT

## Use Cases

### 3. Unified Management of Legacy and Modern Workloads

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- **Training Value:** OpenShift Virtualization training upskills administrators and architects to **seamlessly migrate and manage existing VMs** directly within OpenShift clusters. This creates a **single pane of glass** for both VMs and containers, improving the efficiency of IT staff and eliminating the need for separate management tools and training for two distinct technologies.
- **Business Value: Infrastructure Cost Reduction and Consolidation:** By mastering the single OpenShift platform, organizations can **reduce or eliminate reliance on costly, siloed legacy virtualization platforms** (like VMware), leading to significant savings in licensing and operational overhead.



# Training Business Value: OCP Virt Use Case 4 - Lift & Shift Migration

## Use Cases

### 4. Accelerated "Lift-and-Shift" Application Migration

- **Description:** A business needs to move older, monolithic VM-based applications to a hybrid cloud environment quickly without rewriting the entire codebase.
- **Training Value:** Training provides the specific skills and best practices for performing a **"lift-and-shift" migration** using OpenShift Virtualization tools. This knowledge enables the team to rapidly shift workloads to the unified platform, thereby **speeding up the application development lifecycle** (e.g., 29% faster reported) and quickly realizing the benefits of a cloud-enabled infrastructure.
- **Business Value: Increased Operational Efficiency and Agility:** Training allows IT teams to manage VMs and containers using the same tools and DevOps methodologies (e.g., CI/CD), improving application delivery speed and streamlining infrastructure administration.

