



Services Solutions Management Program Overview

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<https://url.corp.redhat.com/services-solutions>

Function and Organization

WHAT HAPPENED TO GSSO?

- Services strategy has been decentralized for agility
 - e.g. Architects, Tiger Teams, SSPs, Practices, etc.
- Solution demands went unanswered
- Development model and timeline concerns
- Global program didn't address Geo-specific needs
- ergo...

SERVICES SOLUTIONS MANAGEMENT

- Execute Global solutions strategy per Geo priorities
- Solution demand defined by field and customer
- Collaborative, agile, inner-source development
 - Fixed and rotational development resources to assist
- Geo-specific solutions enablement (sales and delivery) and prioritization
- Drive standards and reusable frameworks for solution plays and offerings

KEY DRIVERS FOR SSM



Agility

- Shorter turnaround time for solutions proposals
- Iterative development to ensure the most market relevant solutions are prioritized



Visibility

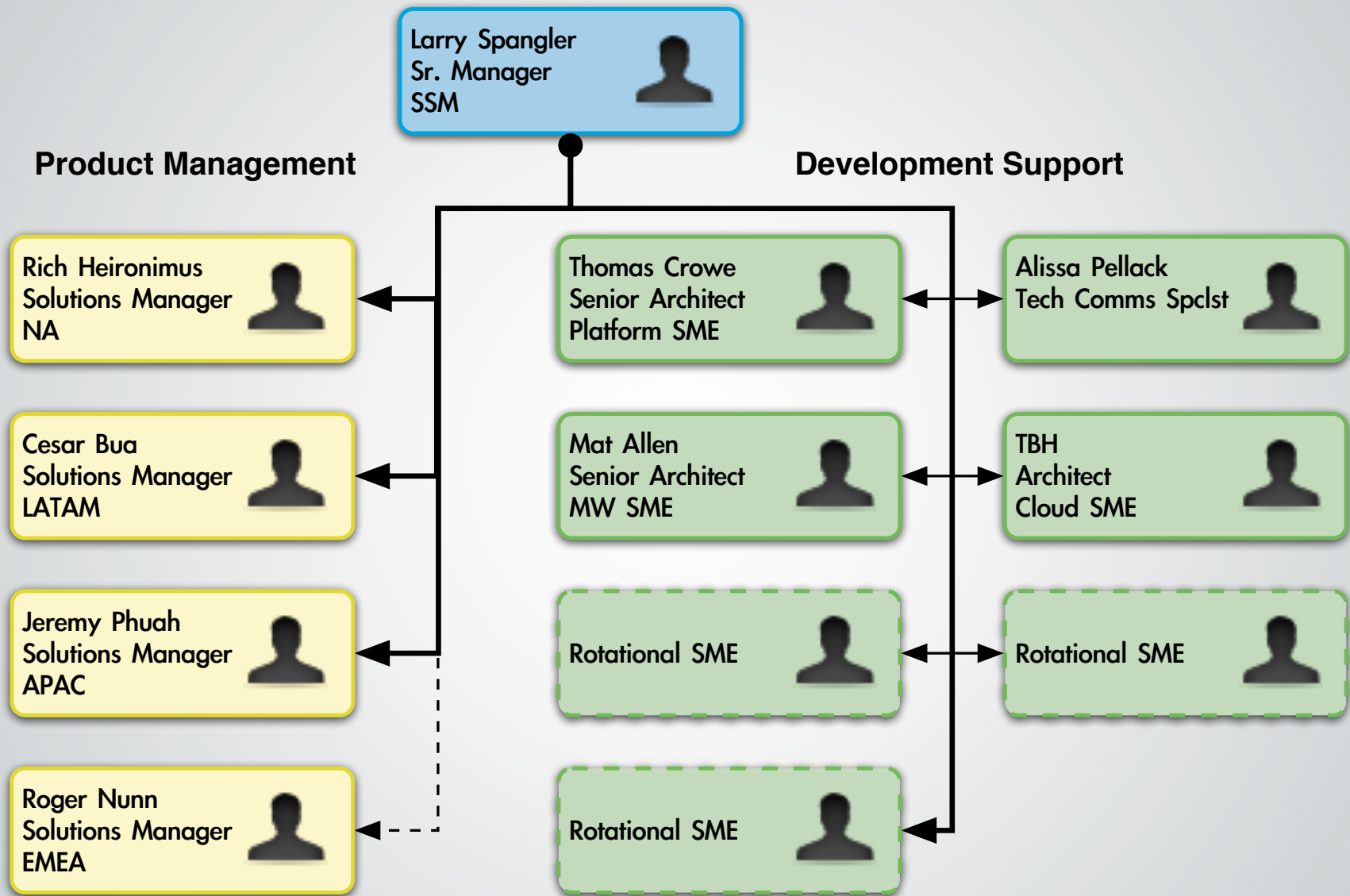
- Ensure the best services solutions from the region are visible and repeatable
- Sharing of best practices, assets and resources regionally and globally



Measurements

- Tagging & tracking in SFDC / ptApps & solutions dashboard
- Incentives?

SSM ORG STRUCTURE



SOLUTIONS MANAGER RESPONSIBILITIES

- **Solutions Strategy** with Geo Services Leadership
- **Solutions Definition** from Geo demand & deliveries
- **Solutions Marketing and Presales**
 - Coordinate launches with Geo marketing teams
- **Solutions Enablement**
- **Solutions Product Lifecycle Management**
 - Tracking, Performance, Revision, Awareness, etc.

Solution Process & Priorities

FOR EACH ASSET:

Larry Spangler

Content is
Developed and
Vetted

SSM Team

CoP's

Field Consultants

BU's

Randeep Grewal

Asset Published;
Aligned with
Sales Process &
BU Campaigns

Services
Marketing:
Mike Randall &
Susanne Hale

Brand Team

Jenny Wright &
Travis Kepley

David Somers,
BU Marketing

Alex Hueblein

Sales
Enablement

Regional Sales
Leadership

Regional
Consulting
Leadership

**INPUTS TO
BU CAMPAIGNS
& SALES
PLAYS**

Rachel Cassidy

Consultant
Enable-
ment

TBD

Partner
Enable-
ment

TBD

TBD

Solutions Process

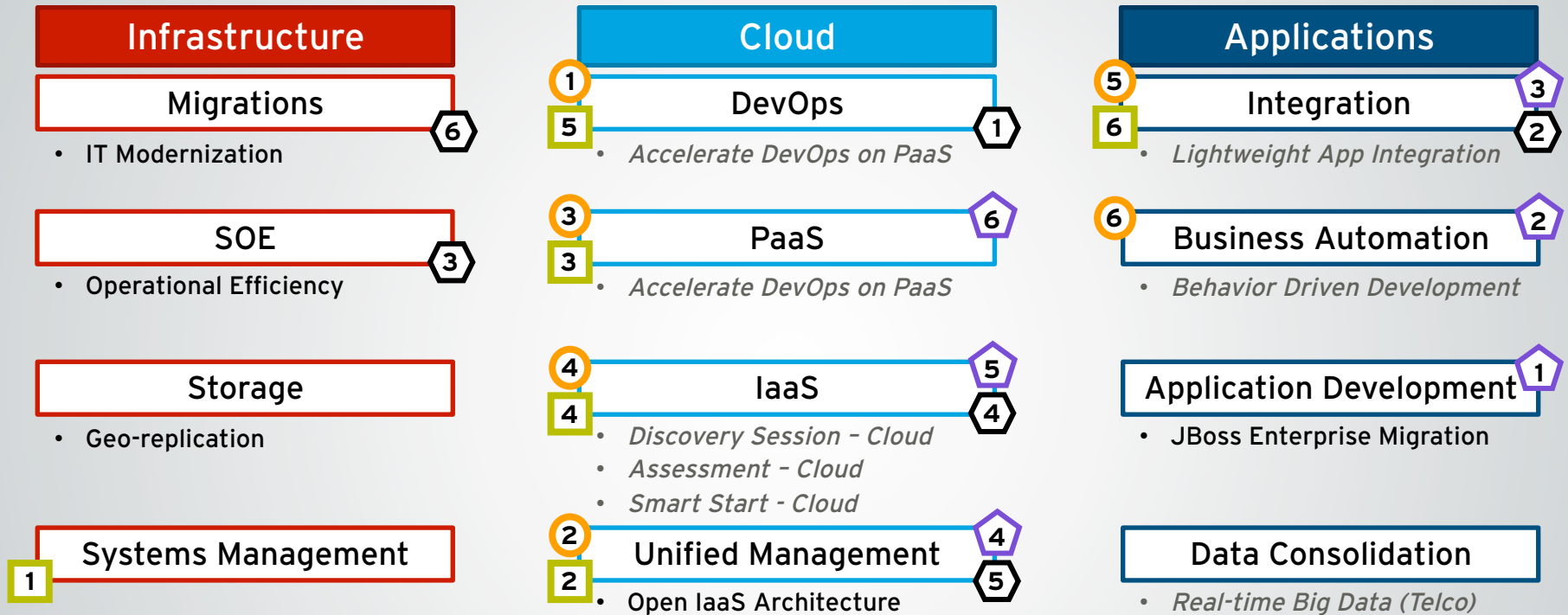
- **Solution Core Teams assist initial specification and create/collate early solution content/collateral**
(datasheets, sales cheat sheets, client presentations, case studies, sample engagement journals, etc.)
- **SSM Solution Managers and Services Marketing assist** (standardization, webinars, launch planning, socialization, etc.)
- **CoPs solicited to contribute further delivery assets**
(approach documents, scoping tools and approach, design documents, frameworks, methodologies, sample architectures, tools, etc.)
- **SSM-directed dev resources assist with delivery collateral and tooling**

SCOPE OF SERVICES SOLUTIONS PROGRAM

Audience	Marketing	Sales	Delivery	Global Enablement
Alpha	<ul style="list-style-type: none"> Core positioning matrix 	<ul style="list-style-type: none"> Sales slide(s) Data sheet Cheat Sheet Case studies 	<ul style="list-style-type: none"> Task List Solution high-level design Target deliverables 	
Beta	<ul style="list-style-type: none"> Account planning (SSPs, Practices, Strategic) 	<ul style="list-style-type: none"> Demo Whiteboard Guide 	<ul style="list-style-type: none"> Approach doc Scoping considerations Delivery outline 	<ul style="list-style-type: none"> Internal enablement plan Partner enablement plan Enablement content
1.0	<ul style="list-style-type: none"> Demand gen plan Videos Whitepapers References Sample architectures 	<ul style="list-style-type: none"> Discovery session 	<ul style="list-style-type: none"> Scoping guide Client preparation doc Delivery guides Tooling 	<ul style="list-style-type: none"> Internal enablement launch Partner enablement launch Partner-specific assets
?.?	<ul style="list-style-type: none"> Demand gen execution Awareness campaigns 	<ul style="list-style-type: none"> Sample delivery artifacts Refresh alpha and beta assets 	<ul style="list-style-type: none"> Delivery templates (e.g. engagement journal, test plan, architectural diagram) 	<ul style="list-style-type: none"> Scale Accreditations

- 4-stage approach for agile solution development and deployment
- Content contributed by SAs, consultants, Communities of Practice, Services Solutions Management, BU, and Marketing

SOLUTION AREAS OFFERINGS IN PROGRESS



Note: Offering availability highly dependent on regional capabilities and priorities.

SAMPLE SOLUTIONS & KEY CUSTOMERS

Infrastructure

Migrations

- **Repeatable Solutions:**
 - Unix to RHEL Migration
 - WAS / WLS to JBoss Migration
- **Key Customers:**
 - Sprint
 - Geico
 - Lockheed Martin

Storage

- **Repeatable Solutions:**
 - Storage Accelerator
 - Storage Architecture Service
- **Key Customers:**
 - Intuit
 - Brightcove

Cloud

PaaS

- **Repeatable Solutions:**
 - Enterprise PaaS Architecture Service
- **Key Customers:**
 - Paypal
 - FICO
 - Bloomberg

IaaS

- **Repeatable Solutions:**
 - OpenStack Accelerator
 - CloudForms Arch Service
- **Key Customers:**
 - Verizon
 - US PTO
 - Target

Applications

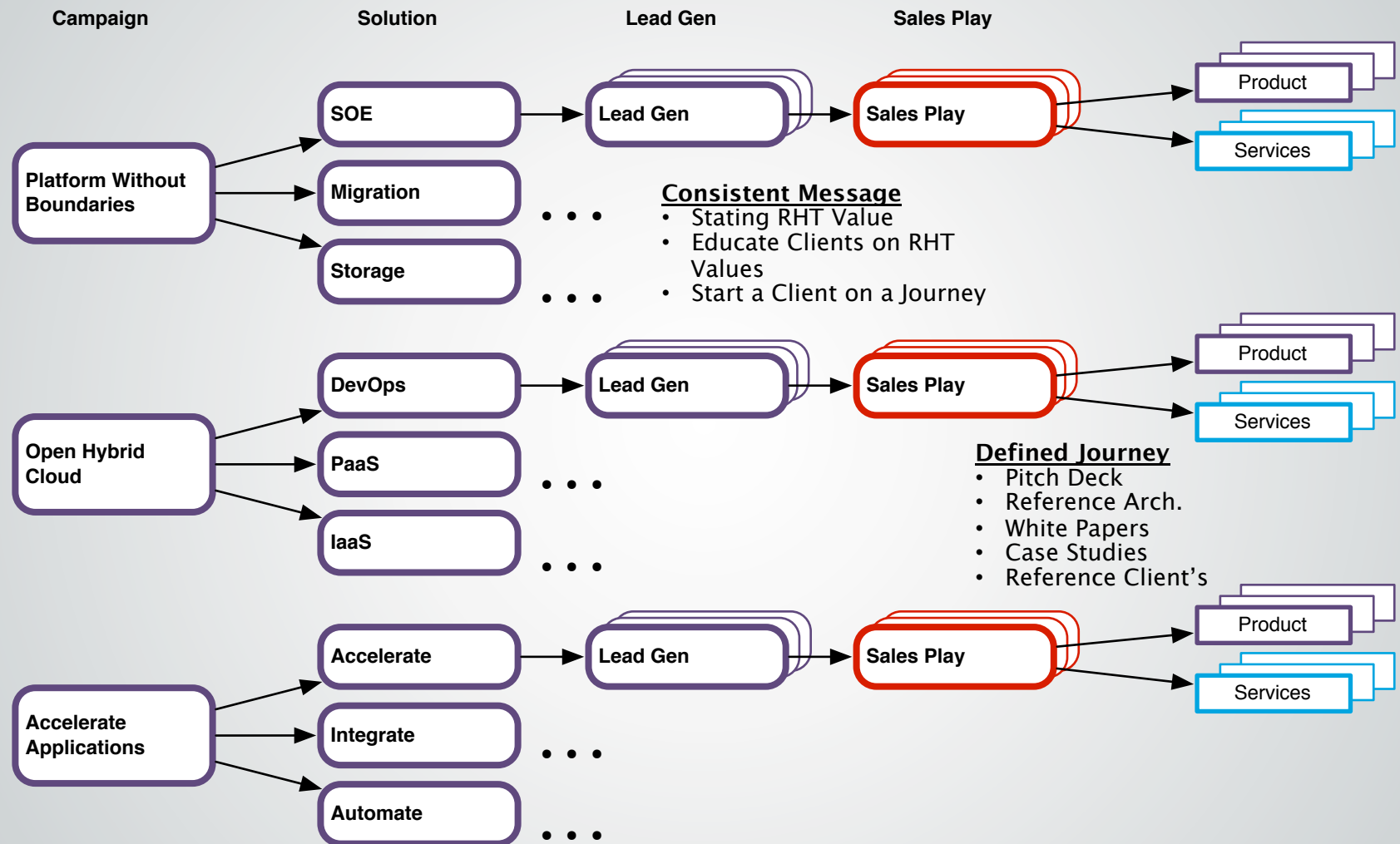
Business Automation

- **Repeatable Solutions:**
 - Behavior Driven Development
- **Key Customers:**
 - Cigna
 - Bank of America
 - HHS

Integration

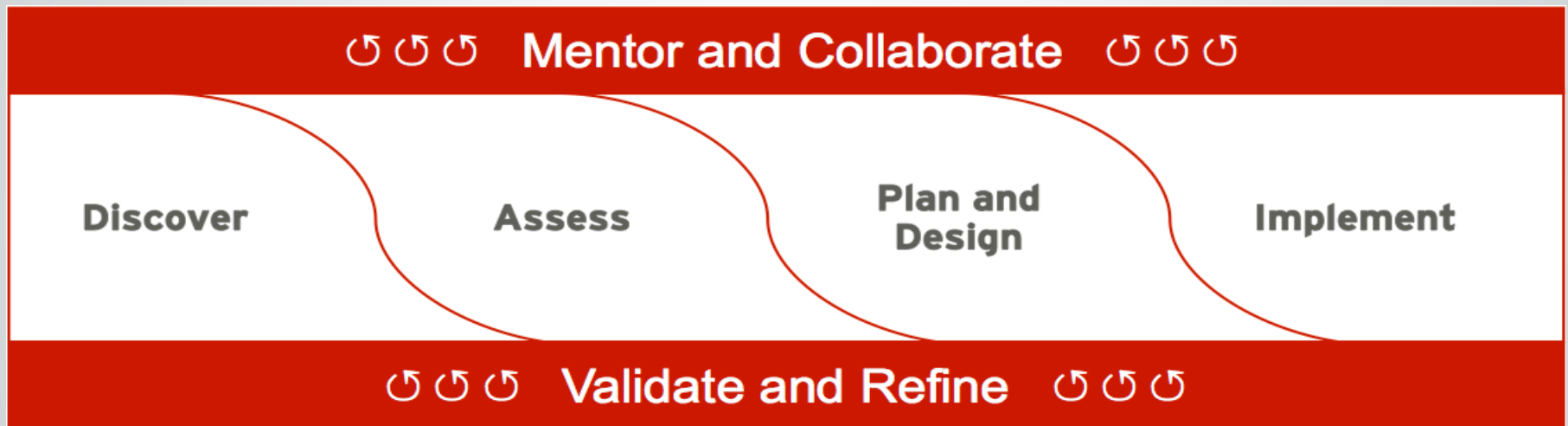
- **Repeatable Solutions:**
 - TBD
- **Key Customers:**
 - WalMart
 - Zappos
 - SSA

Integrated Solutions Go-to-Market / Go-to-Sales



Services Solution Mechanics

SERVICES APPROACH



SERVICES PROTOTYPES

🔄🔄🔄 **Mentor and Collaborate** 🔄🔄🔄

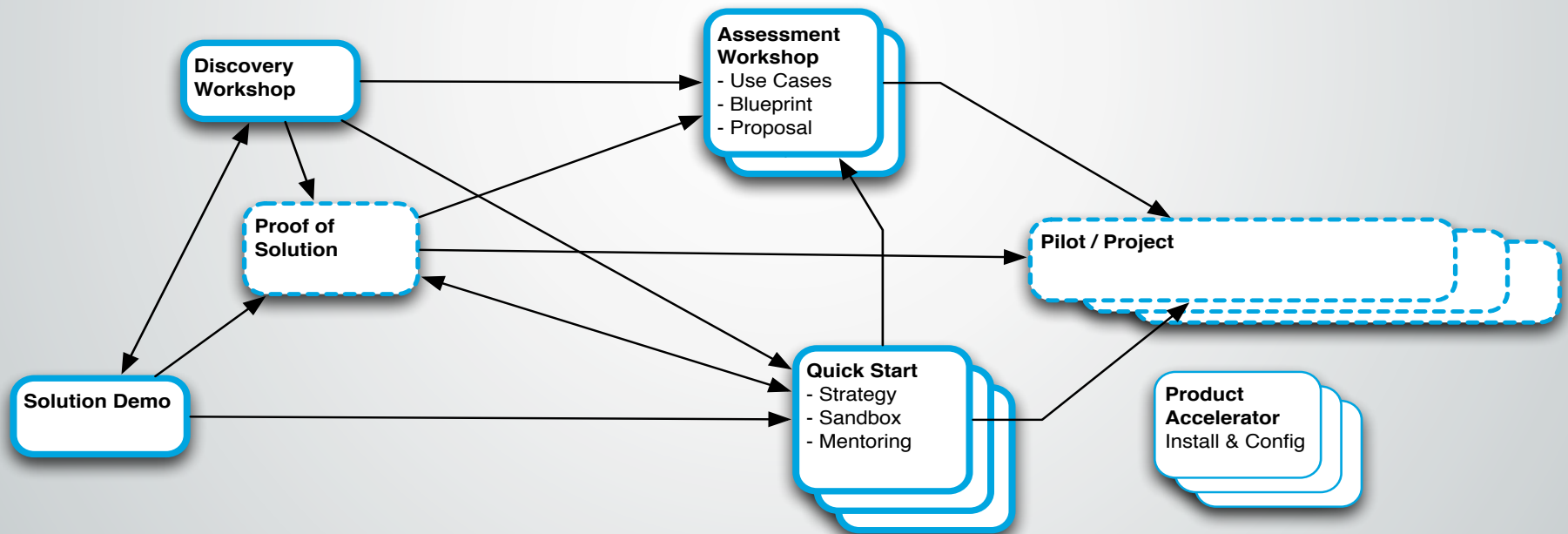
Discover

Assess

**Plan and
Design**

Implement

🔄🔄🔄 **Validate and Refine** 🔄🔄🔄



CONSULTING & CUSTOMER TRAINING



Consulting & Customer Training

- Consulting Services and Solutions
- Consulting Support
- Services Communications
- Services Internal Enablement
- Services Clients and Engagements
- Red Hat Training
- Services Marketing

Regional Spaces:

- APAC Services
- EMEA Services
- LATAM Services
- NA Consulting
- NA Red Hat Training

POPULAR TAGS

cloud efficiency
migration oe operational
pathway pathways
rh satellite selling

CONSULTING SERVICES AND SOLUTIONS

Welcome to the Consulting Services and Solutions space, a depot of delivery and enablement resources for Red Hat consultants. Here you can access internal and customer-facing information and support materials for Red Hat Consulting services and solutions.

Services and Solutions are listed below by technology topic. Each topic contains links to individual Solution Pages or Custom Services Projects where details around that offering can be found.

Services and Solutions by Topic

- Applications
- Cloud
- Infrastructure
- Other
- Menu Key

Applications

- Behavior Driven Development (BDD)
- JBoss Advanced Development Environment (JBADe)
- JBoss Health Check (JBHC)
- JBoss Enterprise Migration (JBEM)
- JBoss Standard Operating Environment (SOE) (coming soon)
- Messaging Services (coming soon)
- Business Process Management Services (coming soon)
- Application Integration Services (Fuse/SOAP) (coming soon)

Cloud

- Certified Cloud Provider Architecture Service (CCPAS)
- Enterprise PaaS Architecture Service (EPAS)
- OpenStack Accelerator (RHOSPA)
- Red Hat Open IaaS Architecture Service 2.0 (OIAS)
- OpenShift Enterprise Core Install (OSECI)
- Red Hat Assisted Migration OpenStack Fundamentals

QUICK INFO

FAQs

- Solutions Development
- How to: Submit or share reusable consulting collateral
- FY15 Rewardzone call KM and Solution development activities

Standards

- Solutions Collateral S
- Product Accelerators
- Services Docs and Pr Tagging (TBD)

Services Communities Practice


- Communities of Practice Group
- Proposalpedia Community Practice

Other helpful Links


- RHC Solution Discuss
- Services Knowledge I
- Services Knowledge C
- Services Solutions Gc Working group

Short URL for this Space
<https://url.corp.redhat.com/services-solutions>

SAMPLE SERVICE/SOLUTION PROJECT



JBoss Enterprise Migration (JBEM)

[Follow](#) 

[Overview](#) [Activity](#) [Tasks](#) [Content](#) [People](#) [More](#) [Actions](#) [About](#) [Share](#)

 **ANNOUNCEMENT:** [Project Merge in Progress](#) [Show Details](#)

SERVICE OVERVIEW

This community of practice is standardizing JBoss migration solutions. Its' high-level objectives are:

- Standardize JBoss migration solutions and collateral
- Leverage existing tools and processes to define holistic JBoss migration solutions
- Review and standardize existing content
- Support consultants to address JBoss migration related questions and issues

FEATURED CONTENT


-  [EAP Reference Architecture](#)
-  [Security Best Practices - JBoss EAP 6.x](#)
-  [Enterprise JBoss Migration Service - Slide Decks](#)

ASSOCIATED CoP




 [JBoss Migration Community of Practice](#)

Sales Collateral

Datasheet -  [JBEM Service - Datasheet](#)

How Fast is JBoss EAP -  [How Fast is JBoss EAP](#)

Slide Decks:




-   [JBEM - Accelerate, Integrate, Automate with Red Hat Solutions](#)
-  [JBEM - JBoss Migration Pathway \(PPT\)](#)

Case Studies -  [JBEM Case Studies](#)


Contract and Scoping

Delivery

Approach Documents:

-   [JBEM - Pathway Blueprint Template](#)
-  [JBEM Service - Pathway Strategy Template](#)

Delivery Tools:

-  [JBoss Migration and Windup JIRAs](#)
-  [What Is Windup](#)
-  [Windup Report Overview](#)

NOTICE

 Denotes collateral that has been reviewed and "blessed" by SSM.

All other content is user-generated content that has not been edited, nor validated. Use at your own risk.

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Q&A