

# Red Hat Global Support Services: The Move to Relationship-based Customer Servicing and Knowledge-centered Support



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## Basic Info

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- Size of Company (Revenue): 469,162 billion
- Number of Stores: 8,500 stores in 15 countries
- 40% of products are private label store brand
- Market Shares: 25% of the \$500 billion total market (Seeking Alpha.com)
- Employees: 2.2 millions
- Main competitors: Target, Amazon, Tops, Careerfour
- Sam's Club, Asda, Walmex, Seiyu Group

What is your “overall opinion”  
on Wal Mart?

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- The opinion on Wal Mart is really controversial but overall the majority of the people have a bad impression of it as an employer.
- Wal Mart is the third largest public corporation, the biggest private employer and the largest retailer in the world. However, on a daily basis thee lawsuits are made against Wal Mart mainly by labor unions for the bad working conditions.

Accusation Against  
WalMart

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- Working conditions
- Overseas labor concerns
- Sexual and racial discrimination



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Has Wal Mart be treated fairly  
by the media/ press/ and  
various consumer action  
groups?

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- Although Wal Mart has made violations of employer's rights such as insurance coverage, the yellow journalism exaggerates the situation. At the same time competitors such as target try to take advantage.



# WALMART 3 Believes

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- "Respect for the Individual"
- "Service to Our Customers"
- "Strive for Excellence"

### Respect for Individuals

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- We value and recognize the contributions of every associate.
- We own what we do with a sense of urgency, and empower each other to do the same.
- We communicate by listening to all associates and sharing ideas and information.
  - Walmart is famous for not respecting their employees.
  - Not only domestically, and internationally.
  - Cheap labors and minimum wage is \$12.50, which Walmart is paying \$12.78 for its part-time employees

### Service to Our Customers

- We serve our customers by making them our first priority.
- We support our associates so they can best serve our customers.
- We give to the local community in ways that connect to our customers.

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- "To be that close that's what the name of the customer and suggest the man that was for this company? — Respect for the customer and target the customer"

Does there ongoing actions support these believes?

### Strive for Excellence

- We innovate by trying new ways of doing things and improving every day.
- We model a positive example as we pursue high expectations.
- We work as a team by helping each other and asking for help.

Pursuit High Expectation with Lower Price and Live better

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- We support our... serve our customers.
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- We give to the local c... connect to our custo...

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- "Each Wal-Mart stor... of its customers and...
- "Each Wal-Mart stor... hold for their comm...
- "Each Wal-Mart stor... Individual and Corpor...



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- "Each Wal-Mart store should reflect the values of its customers and support the vision they hold for their community" -----Respect for the Individual and Corporate Contributions