

Red Hat Process Automation

Introduction

Red Hat® Process Automation is a recommended set of products for developing and deploying microservices and applications that automate business operations. It enables close collaboration between developers and business users to capture models of business policies and procedures, which can be deployed as executable applications, or as containerized microservices on Red Hat OpenShift® Container Platform. It includes tools for modeling business processes and decisions with standard notations, like BPMN 2.0 and DMN 1.2, a constraint solver to help optimize use of business resources, and tools for developers to quickly create engaging device-independent user interfaces.

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About Red Hat Process Automation

Question: What products are included in Red Hat Process Automation?

Answer: Red Hat Process Automation includes the following Red Hat Middleware products:

- Red Hat Process Automation Manager
- Red Hat Decision Manager
- Red Hat Application Runtimes
- Red Hat OpenShift Container Platform (optional)

More information on each of these products is available from the Red Hat Customer Portal¹

Question: Does Red Hat Process Automation include Robotic Process Automation (RPA) capabilities?

Answer: Red Hat collaborates with leading RPA vendors to ensure compatibility between Process Automation and RPA products. The simplest way to utilize RPA within an automated business process is to invoke a third-party RPA bot via its REST API from a step within the process model. Process Automation includes special service tasks for this purpose, and examples will be available on the Red Hat Middleware blog² by the end of 2019.

Question: What is needed to deploy Red Hat Process Automation?

Answer: Process Automation is distributed in container image files suitable for deployment on Red Hat OpenShift Container Platform. Kubernetes Operators are included to automate product installation and upgrades on OpenShift. In addition, automated installation is available for on-premise deployments on any certified Java™ virtual machine (JVM) and Java EE platform, including Red Hat JBoss Web Server and Red Hat JBoss EAP. For a full list of certified and supported configurations, refer to the Red Hat Customer Portal³.

Question: Can I deploy Red Hat Process Automation on a non-certified platform?

Answer: Yes. We will provide all commercially reasonable efforts to support customers who are running Process Automation on a non-certified platform. However, if we feel that the root cause of a reported issue is due to the platform or the interoperability of the platform with Process Automation, you may be required to reproduce and troubleshoot the problem on a certified platform.

Question: Is Red Hat JBoss EAP included with a Red Hat Process Automation subscription?

Answer: Yes. A Process Automation subscription includes support for JBoss EAP for the same number of cores and with the same level of support. For example, a 64-core premium Process Automation subscription includes premium support for JBoss EAP on those same 64 cores.

In other words, a 64-core subscription covers a total of 64 cores, regardless of which product—Process Automation, JBoss EAP, or both—is deployed on each core. Customers can deploy JBoss EAP in support of their Process Automation applications or for any other purpose.

Question: How does Red Hat Process Automation compare with the jBPM community project?

Answer: The open source community is where our innovation occurs as new features are explored, developed, and tested within the community. As these features mature, Red Hat brings them into the enterprise-ready subscription for Process Automation, which offers platform certification, access to Red Hat support, and many other benefits.

¹ <https://access.redhat.com/products>

² <https://middlewareblog.redhat.com/>

³ <https://access.redhat.com/articles/3405381>

Question: Can I evaluate Red Hat Process Automation before I purchase a subscription?

Answer: Yes. A free, 90-day, fully supported evaluation subscription for any of the included products is accessible through the Red Hat Customer Portal or by contacting Red Hat Sales. In addition, a free development-only subscription is available for Process Automation Manager and Decision Manager. To access these subscriptions, you may download the products from the Red Hat Developer website⁴. You will be asked to agree to the terms of the subscription, which include limited, community-based, email support.

Support

Question: How long will Red Hat Process Automation be supported?

Answer: Each major version of the included products has a five-year support life-cycle policy. Detailed life-cycle support information is available in the Red Hat Customer Portal⁵.

Question: How will I access software updates?

Answer: Software updates for each included product are available via the Red Hat Customer Portal.

Entando Application Manager

Question: How is the Entando Application Manager included with a Red Hat Process Automation subscription different from the regular Entando product?

Answer: A Process Automation subscription includes entitlement to Entando Core, plus user interface (UI) bundles and plug-ins (e.g., for content management) designed specifically for Process Automation. Additional UI bundles and plug-ins are available from Entando at additional cost.

Question: How do I obtain the Entando Application Manager?

Answer: Entando Application Manager is included in the list of components on the Process Automation downloads page in the Red Hat Customer Portal. From there, users can follow a link in the Entando product description to the Entando Customer Portal, where the software can be downloaded.

Question: Where can I find Entando documentation?

Answer: Entando product documentation is hosted on the Entando Customer Portal and is accessible via a link on the Process Automation documentation page in the Red Hat Customer Portal.

⁴ <https://developers.redhat.com/products/rhpam/download/>

⁵ https://access.redhat.com/support/policy/updates/jboss_notes

Question: How do I obtain support for Entando software?

Answer: Support for Entando (services and service-level agreements) is provided by Red Hat and included in your Process Automation subscription. You may create support requests for Entando through the Red Hat Customer Portal.

Question: What quantity of Entando is included with a Red Hat Process Automation subscription?

Answer: Cores included in a Process Automation subscription can be assigned to Entando and will inherit the same level of support. You may mix or match cores at your discretion as long as the total core count is within the limits of the subscription. For example, a 64-core premium Process Automation subscription includes premium support for Entando. In other words, a 64-core subscription covers a total of 64 cores, regardless of which product—Process Automation, Entando, or both—is deployed on each core.



About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.



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