

THOUGHTWIRE BUILDS IoT INTEGRATION PLATFORM WITH RED HAT



PARTNER RESOURCES

Red Hat ISV Partner Program

Red Hat Embedded Program

SOFTWARE

Red Hat® Enterprise Linux®

Ansible by Red Hat

ThoughtWire, an IT solutions provider, needed a technology partner with a powerful operating system (OS) that could be embedded in its Internet of Things (IoT) integration platform to meet the scalability, reliability, and security requirements of highly regulated industries with safety-critical and life-critical systems. ThoughtWire also needed an IT automation platform to simplify its migration from agile to DevOps. Using Red Hat Enterprise Linux and Ansible by Red Hat, the company was able to easily transition to DevOps and build a robust IoT integration platform.



SOFTWARE INDUSTRY

BENEFITS

- Enhanced reliability and stability that meets the stringent performance, governance, and compliance requirements of highly regulated industries
- Streamlined integration with existing systems, maximizing interoperability with technology from Red Hat and other vendors
- Simplified DevOps and deployment to maintain platform stability across multiple delivery models

“Red Hat does a good job at not only providing value in the software stack—whether it’s Red Hat Enterprise Linux, configuration management and DevOps support with Ansible, or container technology with OpenShift—but also in the quality of support and the connection with other partners and the open source community.”

DALE HALL
EXECUTIVE VICE PRESIDENT OF SERVICES, THOUGHTWIRE



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“Whenever you deploy software or provide software to customers, you need to make sure that it is rock-solid in terms of its stability and security. Using a product like Red Hat Enterprise Linux provides an enterprise-grade operating system that’s secure—right from distribution.”

DALE HALL
EXECUTIVE VICE PRESIDENT
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HARNESSING THE COMPLEXITY OF IoT

Emerging technologies, such as big data, mobile, advanced analytics, and cloud computing, are creating an increasingly complex IT landscape. Advances in IoT technology support the development of intelligent systems that collect and analyze massive volumes of data from devices and sensors.

For independent software vendors (ISVs), the large-scale, public-facing nature of IoT demands greater scalability, reliability, and security, especially in highly regulated markets with safety-critical and life-critical systems, such as healthcare. Creating IoT solutions for these markets requires meeting strict governance and compliance requirements. As a result, ISVs need extremely stable operating systems, middleware, and applications.

ThoughtWire, a Toronto-based IT solution provider, offers an industrial-grade IoT integration platform, Ambient, which uses data and knowledge to empower human and machine action in real time to improve efficiencies and outcomes. This platform provides intelligent automation and other workflows for smart hospitals, buildings, and cities, using real-time data insights to enhance operational efficiency. Ambient’s healthcare solutions include alerts and alarm management, early warning patient safety systems, and nursing dashboards, as well as delivery and housekeeping management systems. Its smart building and city solutions provide extensive integration and automation of systems and devices.

Ambient is currently available through three delivery models: a virtual software appliance, an embedded hardware appliance, and a Software-as-a-Service (SaaS) model. To support its SaaS delivery model, ThoughtWire sought an IT automation platform that would support consistency across all of its delivery models and simplify the transition to DevOps collaboration.

Initially, ThoughtWire used CentOS as the embedded operating system for Ambient. However, when the company decided to target highly regulated industries, it needed a solution that could better meet the stringent performance, governance, and compliance requirements of those markets.

BUILDING A SOLID PLATFORM AND MIGRATING TO DEVOPS

ThoughtWire sought a trusted partner with proven solutions—and support. As a result, it made the decision to migrate to Red Hat Enterprise Linux, an embedded operating system with a stable life cycle that could meet the necessary performance, governance, and compliance requirements.

Red Hat Enterprise Linux provides a solid foundation for ThoughtWire’s IoT platform—across clouds, datacenters, controllers, edge devices, and sensors. Because Red Hat Enterprise Linux is precompiled, pretested, and certified to run on a wide range of industry-standard hardware and cloud service provider (CSP) environments, the solution reduces deployment complexity, customization, and integration.

“We run much of our platform as an application on top of Red Hat Enterprise Linux,” said Dale Hall, executive vice president of Services at ThoughtWire. “The reliability, security, and support that’s provided is fantastic. Operating system challenges could cost us a lot of heartache in terms of staff and hours or downtime—having that insurance with Red Hat is important to us.”

To support IT integration and automation for its SaaS delivery model, ThoughtWire also deployed Ansible by Red Hat. Ansible offers simple, scalable IT automation and management across ThoughtWire’s delivery models and related IT environments.

“Red Hat is the market leader in secure Linux distribution, and that was fundamentally important to us. They provide great support for the software they distribute, and we think they’re also a great partner. It’s not only quality software but the quality of the relationship.”

DALE HALL
EXECUTIVE VICE PRESIDENT
OF SERVICES, THOUGHTWIRE

Ansible overcomes complexity and ends repetitive tasks, reducing mistakes and errors to free up DevOps teams for more strategic work. It also makes it easier to scale automation, manage complex migrations and deployments, and increase productivity. This gives ThoughtWire the ability to maintain platform stability across its delivery models.

“Red Hat offers product leadership that, as an ISV and a software partner, we appreciate,” said Hall. “Ansible guarantees reliability and improves consistency across systems. Version control is done properly, and everything is configured consistently. That provides a lot of benefit from a support perspective. Also, because we’re guaranteeing consistent configuration, things like security controls, patch levels, and application settings are maintained properly.”

WORKING WITH A TRUSTED PARTNER

RELIABILITY AND STABILITY—WITH AN EXTENSIVE TECHNOLOGY ECOSYSTEM

Red Hat products are supported by the Red Hat Engineering team, working with one of the largest hardware and software interoperability certification ecosystems in the world. This support provides a stable life cycle, maximizes uptime, and minimizes total cost of ownership (TCO).

“We need stability to make sure that we’re delivering a quality product on a well-known, well-tested solution,” Hall said. “A stable life cycle for supported distributions of Red Hat Enterprise Linux is important and valuable to our business. Also, the interoperability that’s built into Red Hat products allows integration with technology from Red Hat and other vendors.”

SECURITY AND TECHNICAL SUPPORT

The Red Hat Product Security team analyzes threats and vulnerabilities and provides patches to supported versions of Red Hat products, often on the same day the vulnerability emerges. Combined with 24x7 access to a network of experienced Red Hat Certified Engineers, ThoughtWire can confidently deliver the reliability and security required for regulated, critical environments.

“In today’s world, with ongoing threats that are constantly exposed, it’s important to have a partner that updates its software quickly and effectively so that we don’t introduce any issues into our customers’ environments,” said Hall.

GO-TO-MARKET SUPPORT

Red Hat also supports its partners with a wide range of go-to-market activities, including collateral, subject matter experts for speaker slots, events, co-op advertising, and market development funding. Red Hat partner support programs help partners retain their existing customer base, grow their market share, and gracefully navigate the emerging technology landscape as they modernize their platform.

“Red Hat invests in its partner ecosystem,” said Hall. “Being a member of that ecosystem provides value by giving us access to other Red Hat partners and suppliers—and exposure to potential customers.”

ADDING VALUE TO CUSTOMER OPERATIONS

With their platform and SaaS operation running on Red Hat Enterprise Linux, and Ansible streamlining and hardening their development process across all three delivery models, ThoughtWire is completing its migration to full DevOps with confidence. It continues to add new features,

gain market share, and expand its sales and interoperability relationships with other Red Hat partners. The value that ThoughtWire adds to its customers' operations was recently validated by noted industry experts when it was awarded the Frost & Sullivan 2017 Product Leadership Award.¹

"ThoughtWire is proud to have earned the Frost & Sullivan 2017 Product Leadership Award," said Hall. "We're excited to help our customers transform the way they deliver care by using Ambient to maximize the full potential of their connected systems and data."

ABOUT THOUGHTWIRE

Since 2009, ThoughtWire has been making the world we live and work in smarter and more connected. Through its Ambient software, ThoughtWire offers a leading machine-intelligence platform for the Industrial Internet of Things and the enterprise. Ambient employs situational awareness to drive intelligent automation and real-time communications between people, systems, and devices. We are connecting and orchestrating the Industrial Internet of Things to make people's lives better. <http://www.thoughtwire.com>

¹ "Frost & Sullivan Names ThoughtWire for the North American Hospital Enterprise Management Platforms Product Management Award." <http://www.thoughtwire.com/frost-sullivan-2017-leadership-award/>

ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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