



FIND, FIX, DEPLOY & SECURE FASTER

Automate security with Ansible, Insights, Satellite, and Proactive Support

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AGENDA

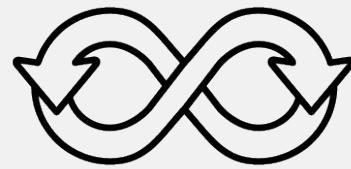
- Industry demands
- Giving ideas a platform
- Red Hat Insights overview
 - Satellite and Ansible integration
 - Demo
- Red Hat Technical Account Management (TAM) overview
 - Insights + TAM value
 - Demo
- Success story
- Next steps

THE RACE FOR INNOVATION

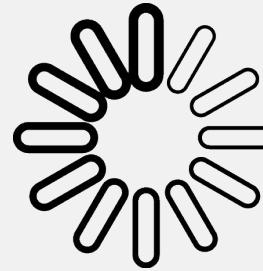
The background of the slide features a light blue abstract design. It consists of several concentric, slightly irregular circles in varying shades of blue. A prominent red dot is located at the center of the rightmost, most solid-looking circle. The overall effect is dynamic and suggests motion or a target.

INNOVATION IN A COMPLEX WORLD

Under increasing pressure, businesses need to bring new ideas to market rapidly through:



DYNAMIC PLATFORM
DEVELOPMENT



EFFICIENT
DELIVERY



WELL TESTED
CHANGES

INNOVATION IN A COMPLEX WORLD

The required technology is becoming increasingly complex by nature demanding greater overhead to achieve:

- ✓ AVAILABILITY AND STABILITY
- ✓ OPTIMAL PERFORMANCE
- ✓ CONSISTENT SECURITY

Minimizing overhead reduces cost and affords innovative focus.

HOW CAN RED HAT HELP?

GIVING IDEAS A PLATFORM

Manage complexity through Insights and automation

**RED HAT®
INSIGHTS** **RED HAT®
SATELLITE** **ANSIBLE**
by Red Hat®

Predict problems before they occur

Prescribe tailored recommendations in real time

Prepare remediation plans and report progress

Insights automated deployment with Satellite & Ansible

NEW Automated remediation through Ansible

Assess and plan with Red Hat expertise

**TECHNICAL ACCOUNT
MANAGER (TAM)**

Hybrid business and technical expertise

Provide relevant proactive support services

Deliver in-depth, tailored risk assessments

Partner to define structured remedial plans

INSIGHTS ANALYTICS

COMPLEXITY IS RISK

80%

Percent of commercial application outages caused by software failure and operational complexity

Carnegie Mellon

\$336 k/hr

The median cost per hour of downtime for a production application for a large enterprise

Gartner®

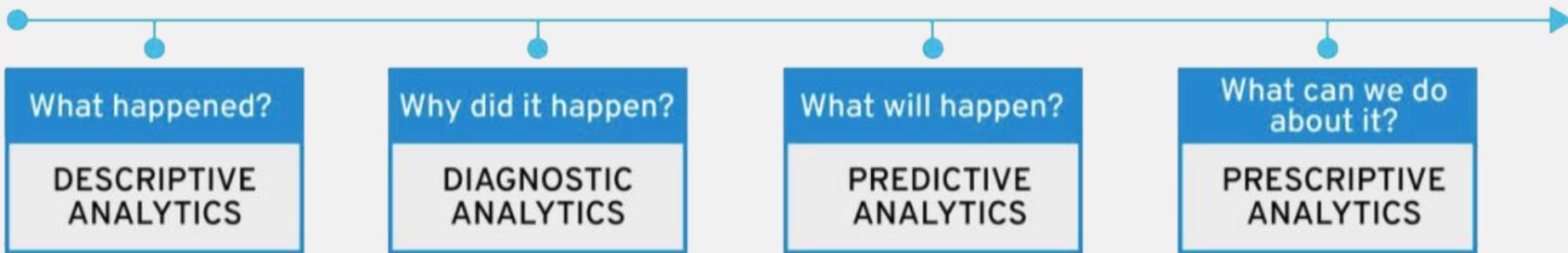
\$15 m/yr

Mean annualized cost of cybercrime deference and remediation large US-based corporations

Ponemon
INSTITUTE

IT OPERATIONAL ANALYTICS: RED HAT INSIGHTS

RED HAT[®] INSIGHTS



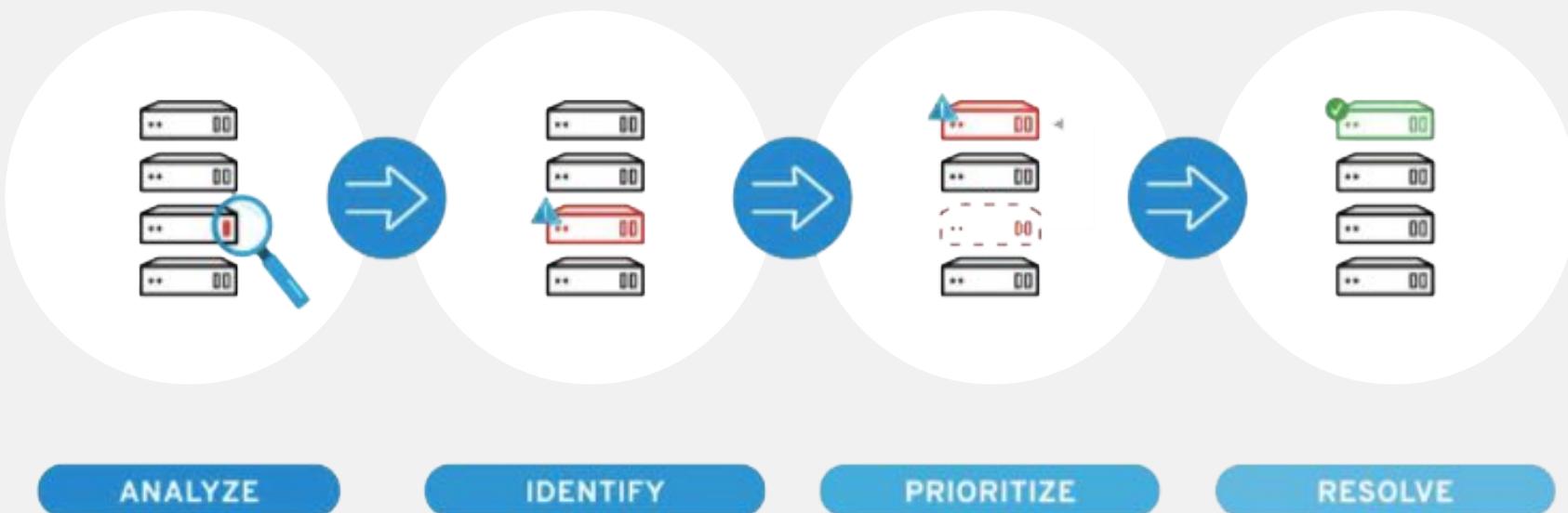
“ ”

We have taken a position that, by 2018, 25 percent of the Global 2000 will have deployed an IT Operations Analytics platform (...) up from about 2 percent today.

— WILL CAPPELLI, VP & Research Analyst, Gartner

MANAGING INFRASTRUCTURE RISK

Automatic remediation



INTEGRATED INTO THE TOOLS YOU USE



- Monitor RHEL 6.4 and higher physical, cloud, and container-based workloads
- No new infrastructure to manage
- Integrated into Satellite 5.7/6.1+ Cloudforms 4.0+, Red Hat Customer Portal
- API available for customer integration
- Insights + TAM drives deeper customer conversations and delivers regular assessments
- Insights + Satellite uses Insights to identify and prioritize risks and Satellite to patch so customers can fix things faster

AUTOMATED DEPLOYMENT VIA SATELLITE

RED HAT®
SATELLITE

GOALS

- Allow Satellite users to deploy Insights deployment via Puppet
- Provide a transport for Insights data to the Customer Portal via the Satellite Capsule and Satellite
- Allow making Insights configuration automatic & part of the standard build/config.

IMPLEMENTED BY

- Puppet modules delivered on the Satellite & Satellite Capsule usable in host groups
- Uses Satellite's reverse proxy

DEMO

AUTOMATED REMEDIATION VIA ANSIBLE

ANSIBLE
by Red Hat®

GOALS

- Expand playbooks to support OCP
- Deeper Tower integration
- Playbook generation summary
- Simpler playbook creation and testing

IMPLEMENTED BY

- Adding playbooks for other Insights-supported platforms (security and KCS)
- Providing details on what is being impacted and how it's resolved by an Insights playbook
- Integrating inventory views (Tower and Insights)
- Tower Insights cert based auth

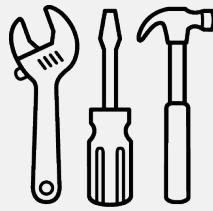
DEMO

INSIGHTS DEMONSTRATION

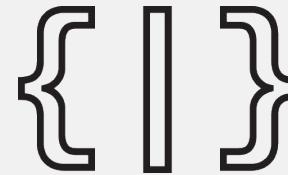
TECHNICAL ACCOUNT MANAGEMENT

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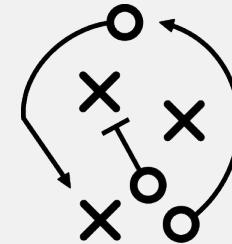
Highly technical, product specialists who proactively partner with you to achieve operational excellence with Red Hat enterprise solutions.



SKILLED



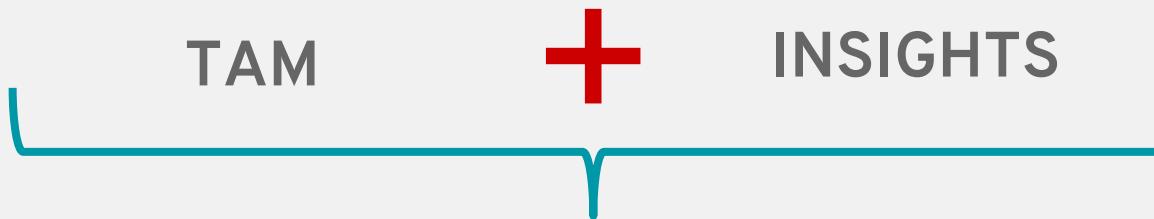
SPECIALIZED



STRATEGIC

INSIGHTS AND TECHNICAL ACCOUNT MANAGEMENT

Enhance support with Insights and Technical Account Management combined



Proactive and predictive risk assessment and reporting

Assisted remedial review and planning

Incisive, targeted issue notification and guidance

Deep-dive conversations with well informed experts who understand your priorities

SUCCESS STORY - Cox Automotive



Special Guest: Abdi Hersi, Senior Linux Engineer, Cox Automotive

Focused on IT infrastructure build and automation processes to deploy and manage Cox Auto's Big Data infrastructure using Red Hat Platforms

ANSIBLE by Red Hat®

AUTOMATE YOUR IT PROCESSES & DEPLOYMENTS

Simple & powerful language
No agents to install
Scale with **Ansible Tower**

RED HAT® INSIGHTS

PREVENT CRITICAL ISSUES BEFORE THEY OCCUR

Continuous insights
Verified knowledge
Proactive resolution

RED HAT® SATELLITE

BUILD A TRUSTED & SECURE RED HAT ENVIRONMENT

Manage the Red Hat life cycle
Provision & configure at scale
Standardize your environment

TECHNICAL ACCOUNT MANAGER (TAM)

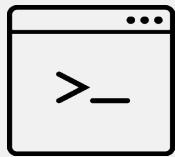
TRUSTED ADVISOR AND CUSTOMER ADVOCATE

Understands complex architecture
Technical go-to for Red Hat software
Standardize your environment

TAM AND INSIGHTS DEMONSTRATION

RECAP

NEXT STEPS



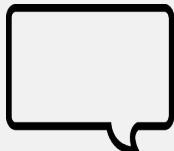
Run an Insights assessment for 30 or 60 days

Work with your Red Hat account team to get an Insights evaluation.



Follow the Red Hat Technical Account Management blog

Get a unique, technical point of view on using Red Hat products in the real world.



Please provide your feedback

Contact your Technical Account Manager, Customer Success Manager or the Insights team at insights@redhat.com.



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