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
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

- 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

- Hybrid business and technical expertise
- Provide relevant proactive support services
- Deliver in-depth, tailored risk assessments
- Partner to define structured remedial plans

NEW Automated remediation through Ansible

RED HAT INSIGHTS
RED HAT SATELLITE
ANSIBLE
by Red Hat

TECHNICAL ACCOUNT MANAGER (TAM)
INSIGHTS ANALYTICS
COMPLEXITY IS RISK

80% Percent of commercial application outages caused by software failure and operational complexity

$336k/hr The median cost per hour of downtime for a production application for a large enterprise

$15m/yr Mean annualized cost of cybercrime deference and remediation large US-based corporations

Carnegie Mellon

Gartner

Ponemon Institute
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

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
AUTOMATED REMEDIATION VIA ANSIBLE

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
TECHNICAL ACCOUNT MANAGEMENT

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

#redhat #rhsummit
TAM AND INSIGHTS DEMONSTRATION
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.
THANK YOU

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