RED HAT SUMMIT

FIND, FIX, DEPLOY & SECURE FASTER

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

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#redhat #rhsummit

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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
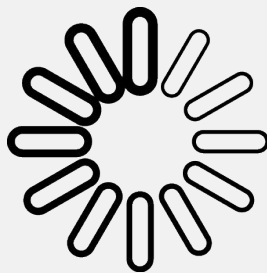
  - Demo

- 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:
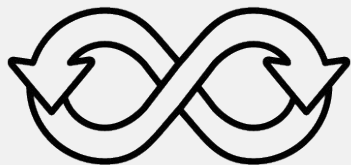
DYNAMIC PLATFORM
DEVELOPMENT

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.

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HOW CAN RED HAT HELP?

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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

Hybrid business and technical expertise

Provide relevant proactive support services

Deliver in-depth, tailored risk assessments

Partner to define structured remedial plans

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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
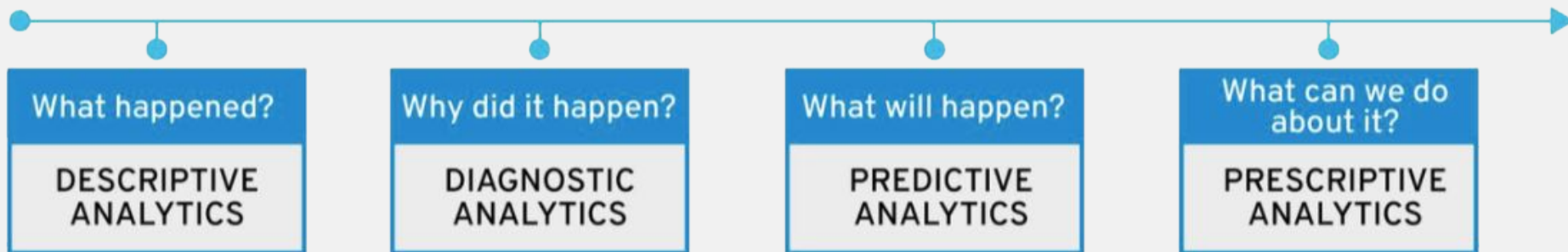
Gartner®

$15 m/yr

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

Ponemon INSTITUTE

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IT OPERATIONAL ANALYTICS: RED HAT INSIGHTS

RED HAT®
INSIGHTS

| What happened?	Why did it happen?	What will happen?	What can we do about it?
DESCRIPTIVE ANALYTICS	**DIAGNOSTIC ANALYTICS**	**PREDICTIVE ANALYTICS**	**PRESCRIPTIVE ANALYTICS**

"

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

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MANAGING INFRASTRUCTURE RISK

Automatic remediation

ANALYZE → IDENTIFY → PRIORITIZE → RESOLVE
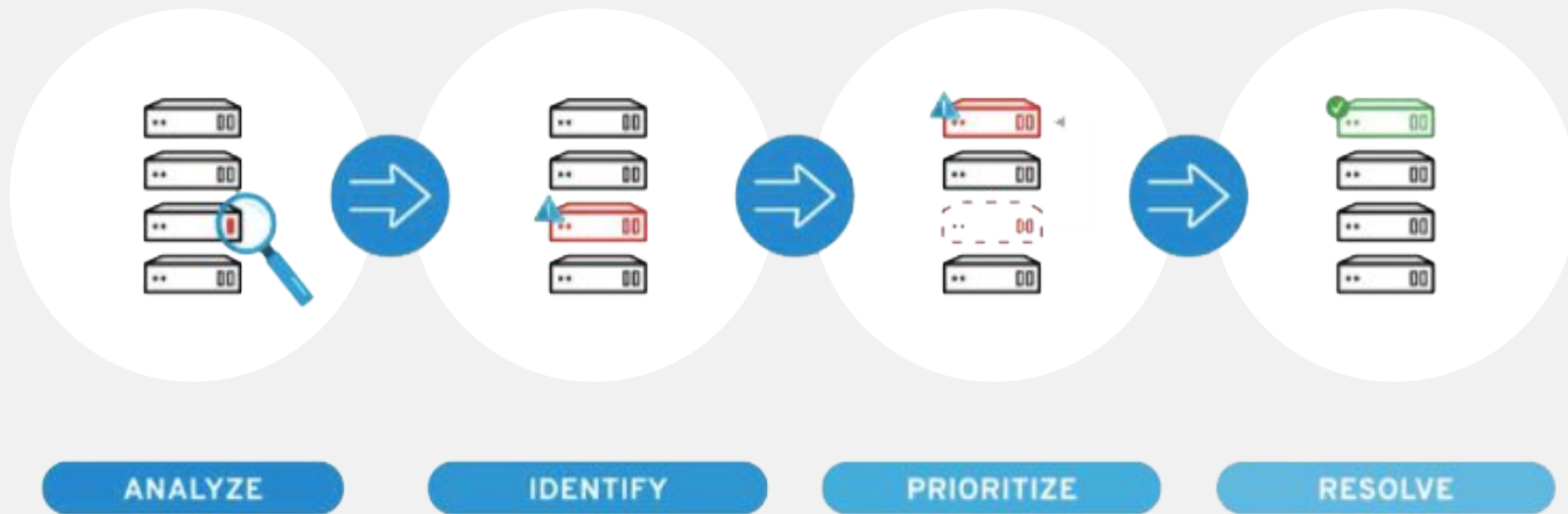
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INTEGRATED INTO THE TOOLS YOU USE

- 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 INSIGHTS DEPLOYMENT
VIA SATELLITE

Need content from Rich.

AUTOMATED REMEDIATION
VIA ANSIBLE

GOALS

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

IMPLEMENTED BY

- Adding additional 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

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INSIGHTS DEMONSTRATION

TECHNICAL ACCOUNT MANAGEMENT
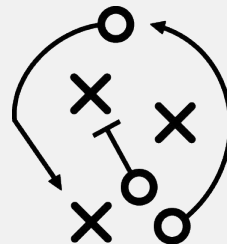
TECHNICAL ACCOUNT MANAGEMENT

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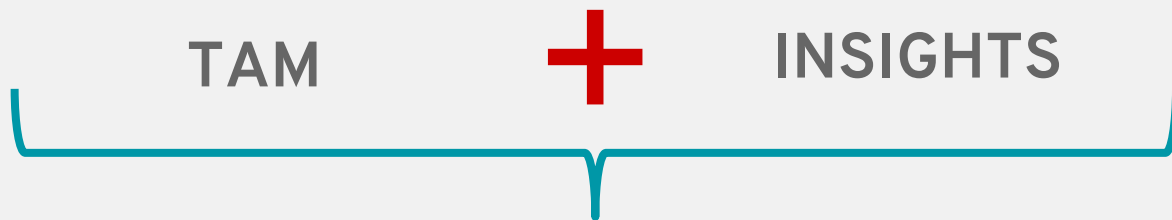
SKILLED

SPECIALIZED

STRATEGIC

INSIGHTS AND TECHNICAL ACCOUNT MANAGEMENT

Enhance support with Insights and Technical Account Management combined

TAM + INSIGHTS

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

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Abdi to mention how TAM engagement helped with many projects:

SSSD and IPA, AD compliance (IDM), RH Storage, RH Satellite resources, and getting Insights installed for monitoring.

TAM puts us in touch with Developers, Security experts,

TAM + Sat + Insights + Support

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 Lifecycle

Provision & Configure at Scale

Standardize Your Environment

**TRUSTED ADVISOR AND
CUSTOMER ADVOCATE**

Understands Complex Architecture

Technical Goto for Red Hat Software

Standardize Your Environment

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TAM AND INSIGHTS DEMONSTRATION

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RECAP

SUMMARY: FIND, FIX, DEPLOY AND SECURE FASTER

IT efficiency breeds faster innovation.

Introducing automated Insights deployment and remediation through Satellite and Ansible.

Minimise overhead of automation complexity to refocus on business ideas.

Technical Account Managers are well informed, technical experts who understand your priorities.

Insights predicts problems and prescribes expert solutions.

Insights and TAM together can provide proactive risk assessment, reporting, remedial planning and valuable guidance.

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NEXT STEPS
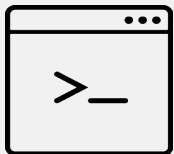
Run an Insights assessment for 30 or 60 days
Work with your Red Hat account team to get an Insights evaluation.

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
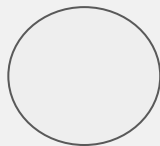or the Insights team at insights@redhat.com.

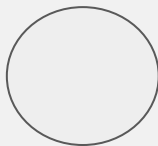# APPENDIX

ENGAGING WITH RED HAT SUPPORT

Helping Red Hat to support your needs

<To be completed - transition into support best practices, how to engage with Red Hat support, with and without a TAM (slide with a comparison maybe).>
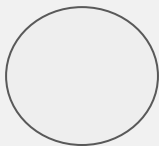
- <Bullets>

ISSUE ARISES

CHECK KBASE FOR SOLUTIONS

OPEN SUPPORT CASE, NOTIFY TAM

TECHNICAL ACCOUNT MANAGER

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GIVING IDEAS A PLATFORM

Manage complexity through Insights and automation

Red Hat Insights helps:

- Predict problems before they occur.
- Prescribe tailored recommendations in real time.
- Prepare remediation plans and report on progress.

Red Hat are now introducing Insights automation for deployment and remediation through Ansible and Satellite.

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GIVING IDEAS A PLATFORM

Assess and plan with Red Hat expertise

Red Hat Technical Account Managers can combine hybrid business and technical expertise with Insights' predictive intelligence to:

- Provide valuable and relevant proactive support services.
- Deliver in-depth, tailored risk assessments.
- Work with you to define structured remedial plans.

RED HAT INSIGHTS

Achieving Operational Analytics Intelligence with Red Hat Insights

80 %

Carnegie Mellon

Commercial application outages are caused by software failure and operational complexity.

336 $ k/hr

Gartner.

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

15 $ m/yr

Ponemon Institute

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

> "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

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ENGAGING WITH RED HAT SUPPORT

HOW TO OPEN A SUPPORT CASE

Red Hat Customer Portal:
access.redhat.com/support/cases/

Red Hat technical support contact information by region:
access.redhat.com/support/contact/technicalSupport/

TECHNICAL SUPPORT CASE GUIDANCE

Confirm your issue meets the appropriate severity level for technical support:
access.redhat.com/site/support/policy/severity/

Review service-level agreement to understand communication process with technical support:
access.redhat.com/site/support/offerings/production/sla

ESCALATION PATH FOR TAM CUSTOMERS

1. **Technical Support**
+1 888-GO-REDHAT
access.redhat.com/support
Availability: 24x7

2. **TAM or Backup TAM**
Availability: 9:00 a.m. - 5:00 p.m

3. **Escalate online within the case, click 'Request Management' button or by phone**
+1 888-GO-REDHAT
access.redhat.com/support/escalation
Availability: 24x7

4. **Emergency Escalation Hotline**
+1-919-890-8001
access.redhat.com/support/escalation
Availability: 24x7

5. **TAM Team Lead or Regional Manager**
Availability: 9:00 a.m. - 5:00 p.m

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