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

> **RED HAT INSIGHTS**  **RED HAT SATELLITE**  **ANSIBLE**

- 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

> **NEW** Automated remediation through Ansible

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

#redhat #rhsummit
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 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
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
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
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
TAM AND INSIGHTS DEMONSTRATION
RECAP
SUMMARY: FIND, FIX, DEPLOY AND SECURE FASTER FASTER

IT efficiency breeds faster innovation.

Minimise overhead of automation complexity to refocus on business ideas.

Insights predicts problems and prescribes expert solutions.

Introducing automated Insights deployment and remediation through Satellite and Ansible.

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

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

plus.google.com/+RedHat
linkedin.com/company/red-hat
youtube.com/user/RedHatVideos
facebook.com/redhatinc
twitter.com/RedHatNews
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
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.
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

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

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

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