

# 5 ways site reliability engineers can help you

Organizations need to concentrate their valuable IT resources on innovating new applications and functionality—not on managing underlying infrastructure. Red Hat® site reliability engineers (SREs) can help offload infrastructure and application support, providing all the maintenance, administration, and management of the infrastructure, so organizations can focus on their core competencies.

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## 1 Experts in infrastructure

Red Hat SREs are industry experts in managing infrastructure. This expertise is built on years of experience building, installing, upgrading, managing, and maintaining the entire fleet of Red Hat OpenShift® clusters at scale, and solving problems that arise. Red Hat SREs are experts in container-based infrastructure, handling hundreds, even thousands, of environments including clusters, pods, and application services. They also know the code, which allows them to optimize configurations for stability, security, and performance.

It takes a team of knowledgeable, seasoned experts to operate full stack environments. Red Hat SREs monitor cluster health to ensure there is no downtime, troubleshoot performance issues, identify bugs, manage upgrades and updates, deploy security patches, and keep you updated on the state of your environment. Meanwhile, you avoid the costs, time-consuming learning curve, and ongoing resource constraints of doing it all yourself.

## 2 Maintain strategic technology relationships

Red Hat SREs have ongoing strategic relationships, working side-by-side with Red Hat partners, the open source community, and leading cloud providers such as Amazon Web Service (AWS), Google Cloud, and Microsoft. These relationships give SREs unique and in-depth insight into your environment.

Working closely with cloud providers is especially advantageous with cloud implementations. SREs can proactively apply the valuable knowledge they gain across cloud services to reduce risk and improve productivity.

This benefit can only be achieved from frequent experience across each cloud environment, something an individual organization or a hyperscaler cannot provide.

## 3 Own the SLA

A tangible advantage of Red Hat SREs is that they own the SLA (service level agreement) for your cloud services—a major responsibility that you no longer have to manage. If your team was accountable for the SLA, this task alone would likely take up the entire focus of your IT department to the detriment of your other key responsibilities. However, their proactive monitoring and support guarantees a 99.95% SLA, as well as a more reliable and stable application platform.

The Red Hat Cloud Services SRE team ensures infrastructure is always available to accelerate your application delivery and get you to market faster.

## 4 Responsible for all updates

Updates and patches are among the most troublesome and time-consuming tasks in infrastructure management. Whether it is a version update, security patch, or a hotfix, Red Hat SREs proactively execute all the updates in an efficient and simpler manner, unnoticeable by you.

Your IT Operations (Ops) team benefits by offloading this constant barrage of tedious tasks. Meanwhile, your development team benefits from knowing the infrastructure is always up to date, so they can increase application velocity and concentrate on innovation.

## 5 Function as part of your team

Red Hat SREs are a part of your team, delivering the confidence you need in your staff without the downside. Red Hat SREs are committed to your goals and dedicated to serving you

24x7x365. They also relieve you of the often time-consuming, challenging, and distracting administrative tasks of recruiting, interviewing, hiring, training, managing, and retaining professionals with the high skill levels needed to manage your application platform in a dynamic cloud environment.

In today’s job market, finding the right people with the right background for this position can seem impossible, but experienced Red Hat SREs can provide you the support you need now without the administrative hassle.

### Learn more

Read “[The Total Economic Impact™ Of Red Hat OpenShift Cloud Services](#)” study and examine the potential return on investment (ROI) companies may realize by working with Red Hat OpenShift cloud services.

### Read more

Read “[Managed services for cloud-native development](#)” for more insight into how Red Hat Cloud Services can help you navigate your journey to cloud-native applications.



### About Red Hat

Red Hat helps customers standardize across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with [award-winning](#) support, training, and consulting services.

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