

Case Study

Red Hat Enterprise Linux (RHEL)



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Joint Director at a government with
501-1,000 employees

✓ Review by a Real User

✓ Verified by PeerSpot

What is our primary use case?

We use RHEL for database servers, a few of them run Oracle servers, and we are also using it for some of the network and infrastructure services.

What is most valuable?

The most valuable features are:

The stability and reliability of the OS itself Being open-source and leading the open-source market trends/ technologies

How has it helped my organization?

The best operating system I've ever used is Red Hat, in terms of its ability and consistency of the operating system. Other than that, the vast majority of applications that I had, I could deploy those on Red Hat without much effort as it supported a vast majority of applications. I never faced any major issues with the OS, the support is also very good.



The wide variety of applications we can deploy on Red Hat. Their support. I am a big fan of the OS and the user experience. They're very good. The OS is very stable and very good in performance as well.

RHEL enables us to deploy current applications and emerging workloads across all virtualized hybrid cloud and multi-cloud environments. It is one of the most stable OS that are available.

We use RHEL to run multiple versions of the same applications and databases on a specific operating system. We have several deployments of database and a few of them are running on a bit older versions of Red Hat and some of them are running on newer versions. We are running different versions on different platforms. The management aspect is also very good, especially when we need updates on the different packages from the RH support network, management is easy.

We also use the tracing and monitoring tools to monitor OS as well as applications running on RHEL platform. The OpenShift is also a big plus through which you can manage and deploy enterprise-ready containerized workloads.

What needs improvement?

Being an advocate of open source technologies I always wished that Red Hat subscription/ support should be offered free of cost. Having said that, I understand the economics involved in running large enterprise like Red Hat; support cost is one area that can be improved. They should offer it at reduced prices.

For how long have I used the solution?

I have been using RHEL since the start of my technical career, which was around the mid of 2003. So it's been almost 18+ years. I started using RH when it was version 7.

What do I think about the stability of the solution?



Stability has always been a plus for RHEL.

What do I think about the scalability of the solution?

Scalability is excellent. With the introduction of hybrid and multi-cloud support, one can scale up as well as scale out his workloads pretty easily. We usually scale up our traditional workloads when we need more resources i.e., during peak seasons.

Four people in my team are responsible for deployment and support of Linux based workloads.

We have around 300 virtual machines (VMs) and roughly 20% of them are running on Linux environment.

How are customer service and support?

Whenever I open a case, I believe the support team will be able to solve my problem. They are very good at it. The documentation RHEL provides is also very good. Almost all the time, I get a solution to my problem. :)

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

We are using other flavors of Linux OSes, that include Oracle Enterprise Linux (OEL) and CentOS, both of which are binary compatible with RHEL. We are also using a couple of other Linux flavors like Ubuntu and OpenSUSE.

How was the initial setup?

RHEL provides features that help speed our deployment. Installing on a physical server takes more time than installing it onto a virtual machine (VM).

Because of absence of local support in our part of the region, we did find some difficulties in the



initial deployments with hardware vendors/partners when we started in 2003. The local partners didn't have much knowledge of Linux environments at that time, and the support for hardware was also a bit tricky. The deployment took a couple of days until we got support from the hardware manufacturer.

Nowadays, it's very good. I managed to get good support from the hardware vendors after that incident.

We have our own deployment plans for the operating systems that include some baseline configurations and security checklists.

What about the implementation team?

We usually deploy in-house as we have a trained team. Occasionally, little help is sought from the vendor teams, some of them have skilled professionals.

What was our ROI?

RHEL offers an efficient, cost-effective and reliable OS environment for enterprise-level environments. Similarly cost of running operations and the scalability factors make RHEL a good choice for providing a better ROI. The feature set it offers, support for a variety of applications, ease of deployment, and an excellent level of support all result in a good ROI.

What's my experience with pricing, setup cost, and licensing?

I believe for an enterprise-level operating system and the feature set RHEL offers, it's like any other enterprise platform cost. The introduction of OpenShift is also a big plus in terms of deployment and management of container based workloads. Red Hat as mentioned earlier can improve a bit on support/subscription costs.

Which other solutions did I evaluate?

We had been using a couple of Red Hat variants for some scientific experiments that included Scientific Linux CERN (SLC) and Scientific Linux (SL), which were a confidence booster for choosing and deploying RHEL for production workloads.

What other advice do I have?

Since I started with version RH 7, I believe the GUI is quite close to any other GUI operating system. There have always been a variety of tools and features that attract a non-Linux user. As already mentioned, RHEL has been a pioneer in open-source technologies; it continued to evolve with changing market needs, that has been a big success for them.

I would definitely advise choosing RHEL if you



need stability, scalability, and reliability of the OS platform. I would be a big advocate for the use of Red Hat to any new person who wants to deploy his production workloads, on-prem or on cloud on a Linux environment.

I would rate it a nine out of ten. It's near perfect.

Which deployment model are you using for this solution?

On-premises

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