

# Florida association modernizes its IT infrastructure for cloud readiness



When Florida Court Clerks and Comptrollers (FCCC) needed to modernize its IT infrastructure to make applications cloud deployable and manage a complex, multiplatform environment with a small team, it turned to Red Hat. Its decision to choose Red Hat® OpenShift® Platform Plus was based on a longstanding positive relationship, the platform's market leadership, and extensive presales support.

Red Hat helped FCCC implement a production-ready Red Hat OpenShift environment in just 5 weeks. With Red Hat OpenShift, FCCC anticipates reduced time to market for applications, increased agility, simplified operations, and improved security through automated policy enforcement, addressing its need for a unified, efficient, and future-ready application platform.

**Question:** Tell us about your organization and its IT infrastructure.

**Scott Hartsfield, Director of IT Operations, Florida Court Clerks and Comptrollers:**

FCCC provides a wide range of record-keeping, information management, and financial administration services to the 67 elected clerks in the state of Florida. We deliver training for the clerks and have a technical services arm that offers support for various applications, payment services, and websites.

Our IT infrastructure and the applications it supports are critical to the attorneys, the clerks, and the people of Florida. For instance, attorneys file their legal documents on our ePortal, which are then imported into the clerk's Case Maintenance System.

**Question:** Why did you decide to modernize your IT infrastructure?

**Hartsfield:** Our senior leadership has asked us to make our applications cloud deployable; the cloud may or may not be something we move to in the future. Either way, we need to be ready for it. We began exploring containers and needed an efficient way to maintain these containers in our on-premise environment. So we started searching for a container orchestrator that could help us maintain our containers on premise and provide insight into how they are running.

**Dan Jaap, Systems Engineering Supervisor, Florida Court Clerks and Comptrollers:**

Our existing architecture couldn't answer senior management's directive for cloud-deployable applications, and we had too many platforms for our small team to manage. We needed to answer the cloud directive and, at the same time, centralize and simplify operations. Moreover, our development team wanted to implement a continuous integration and continuous delivery (CI/CD) pipeline within a waterfall development approach.

**About Red Hat Innovators in the Open**

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? [Learn more.](#)

**Question:** Why containers?  
And why Red Hat OpenShift?

**Hartsfield:** Applications need to be written in a way that allows them to run on premise today and potentially be deployed to the cloud in the future. With cloud-ready containers, applications can be deployed on premise or in the cloud. Containers would also help us build and deploy new services and capabilities more quickly.

We've been a Red Hat customer for a long time, and we chose Red Hat OpenShift Platform Plus because of our positive experience with Red Hat and its reputation as a market leader. The Red Hat sales and presales teams put a lot of effort into helping us before we made any decision; we had dozens of in-depth conversations over the course of a year. They were completely thorough in ensuring we had all the answers we needed to make the right decision.

**Question:** How did the implementation go?

**Jaap:** Implementing Red Hat OpenShift went really smoothly, taking just 5 weeks, and involving 6 team members for 4 hours a day. We had support from a dedicated Red Hat Consulting subject matter expert, who designed the architecture and led the implementation, and a Red Hat project manager who prepared and maintained the project plan. Their expertise was critical to the project's success; we wouldn't have been able to implement it alone, as container orchestration was a new frontier for us.

During the engagement, we built governance policies in Red Hat Advanced Cluster Security to ensure PCI DSS (Payment Card Industry Data Security Standard) compliance. Everything deployed to Red Hat OpenShift will adhere to the policies, improving security.

**Question:** Which aspects of the implementation are you particularly proud of?

**Jaap:** The project plan also contained several areas where the Red Hat team felt we could exceed expectations, most of which we successfully met. These included implementing GitOps and Infrastructure as Code (IaC), which was a new concept for us.

**Question:** Tell us about your learning experience.

**Jaap:** After the implementation, we engaged a Red Hat Technical Account Manager (TAM) to help us learn the products. The TAM drilled down on some of the topics we covered in the 5-week engagement, including security, configuration, deployment, and IaC. With our newness to Kubernetes, this is critical to ensure that our infrastructure configuration was repeatable and documented. It has already paid dividends when having to rebuild clusters for various reasons.

**Harris:** We also invested in Red Hat Learning Subscriptions Standard for 5 team members, spanning system administrators, developers, and database administrators. The subscription gave us on-demand access to Red Hat training courses, including Red Hat OpenShift and hands-on lab environments. This allowed our teams to learn at their own pace and immediately apply new skills in practice. The content was high quality and practical, and has been instrumental in improving our overall efficiency and readiness to adopt Red Hat technologies.

**Question:** What impact has Red Hat OpenShift had at Florida Court Clerks and Comptrollers?

**Jaap:** Red Hat OpenShift provides our developers a platform to host containers. They can now move beyond the monolithic development approach to CI/CD development. They can bring new features and services to market more quickly and have gained the flexibility to develop once and deploy in any environment, whether onpremise or in the cloud.

**Hartsfield:** We can develop new applications—or even revitalize older applications with new functionality—more quickly to improve our services to customers. The faster we can get our applications out, the quicker we can increase our return on investment.

**Question:** Describe the importance of your partnership with Red Hat.

**Question:** What’s next?

**Harris:** Red Hat Advanced Cluster Management provides us with a single dashboard, allowing us to gain a better understanding of what’s happening in our clusters and update them. It has also allowed us to build a regular cadence for our patches. We’ve already upgraded both major and minor versions of our cluster.

**Hartsfield:** Our partnership with Red Hat is critical for our day-to-day operations and meeting our business needs. If we have any issues, we can always reach out. When I think of Red Hat, I think of reliability and knowledge. For this particular project, the sales and presales teams did a great job of answering our questions and bringing new technology to our door.

**Jaap:** Red Hat is a market leader. Whenever we’ve needed advice, whether through sales or support, Red Hat always provides us with an expert—someone who truly knows their craft.

**Harris:** We’ve had a good, consistent relationship with Red Hat over the years. The sales team and support desk have always been very responsive. Having access to expert resources is really important.

**Hartfield:** We’re in the process of migrating our major applications to the new environment, which involves rearchitecting, as well as some development and rebuilding. Going forward, any new applications will be written to be deployed in Red Hat OpenShift. Legacy applications will be rewritten and rearchitectured to run in containers on Red Hat OpenShift. Once we have migrated all our applications to Red Hat OpenShift, they will be easier to maintain. We’ll also be more agile, and if we ever decide to deploy to the cloud, we’ll be ready to do that.

**Jaap:** Red Hat OpenShift is highly critical for our future. We selected it to host our essential applications. We’ve invested in it. We’re learning it. It’ll be our lifeblood.

About The Florida Court Clerks and Comptrollers

The Florida Court Clerks & Comptrollers, established in 1969, is a statewide, non-profit member association comprising the Florida Clerks of the Circuit Court and Comptrollers. The association provides education and accreditation for Clerks of the Court and Comptrollers, information, and technical assistance to local governments.



About Red Hat

Red Hat is the world’s leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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