

# Running and maintaining Paddy Power Betfair's OpenStack Cloud



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#### **Adrian Miron - About me**





Devops

Infrastructure Engineer

**Senior Infrastructure Engineering Manager** 

#### **Thomas Andrew - About me**



#### Developer

#### **Development Manager**

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**▲**\*betfair

**Cloud Populator** 

#### Head of Cloud Automation



# PAUL NEEDLE About me

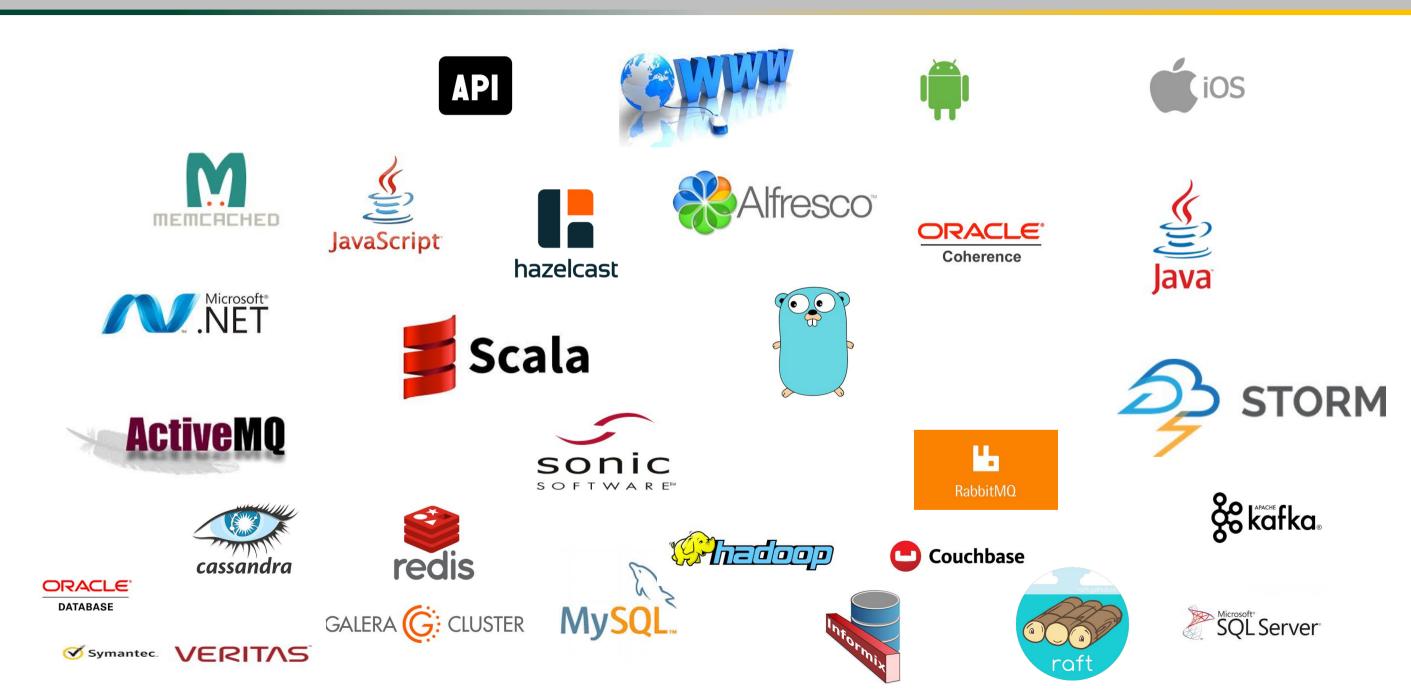


- Red Hat Principal Technical Account Manager
- Current focus on OpenStack Platform and OpenShift Container Platform
- Nine years experience as a Red Hat TAM
- Providing OpenStack Cloud TAM services to Paddy Power Betfair for 3+ years



#### **Technologies Used**

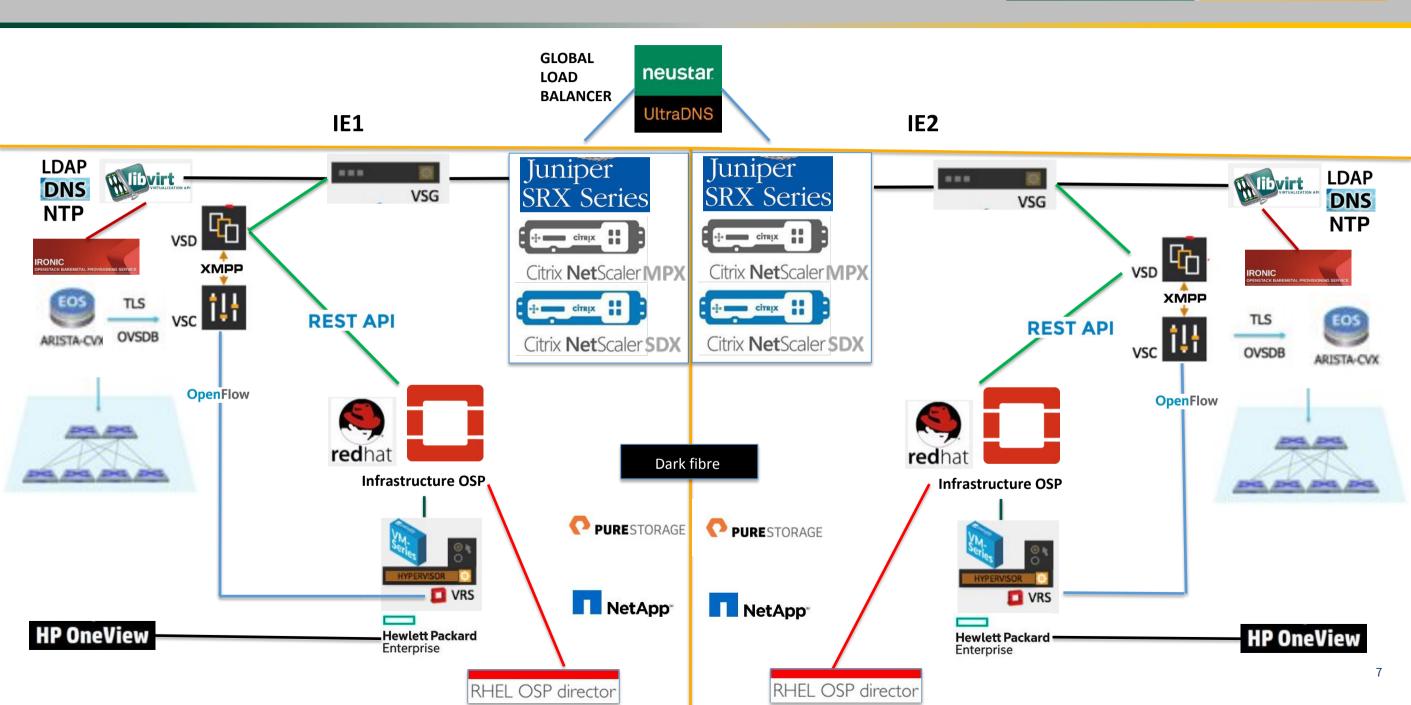
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### **Our OpenStack Cloud - i2**

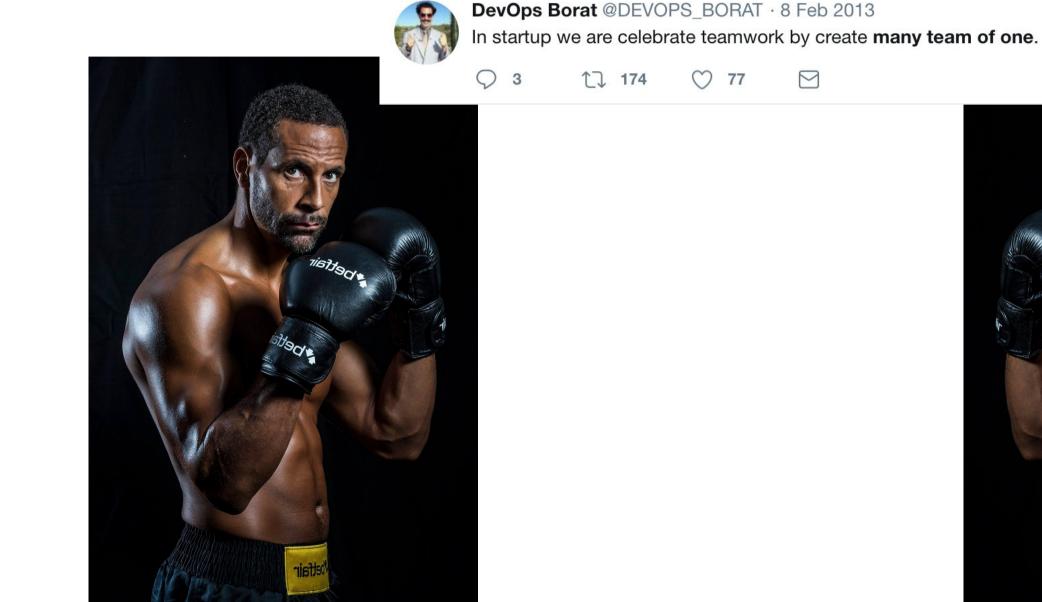
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▲\*betfair



### **Our OpenStack Cloud - How we run it**







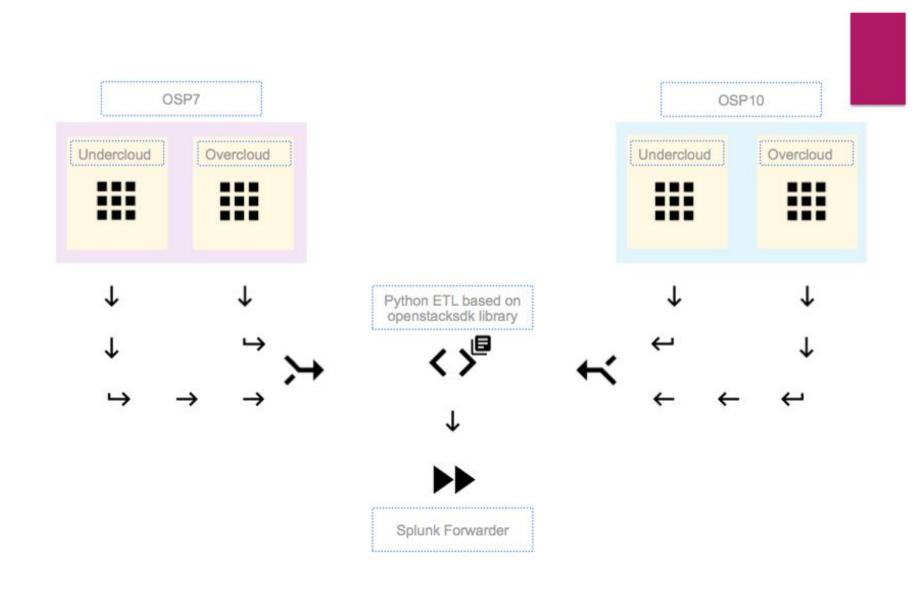
### **Our OpenStack Cloud - An example**



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## **Our OpenStack Cloud - Reporting**



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# **Our OpenStack Cloud - Reporting**

	Dashboard													Export ~
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e1-infra-osp7 🗙 🛛 ie	e2-infra-osp7 x ALL x		ALL ×			*	Hide Filters							
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latabases		45	72		5264	634	92327	12050		36352	4114	0.1	13	11
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# **Our OpenStack Cloud - A Challenge**



Following

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Yesterday I have bird and bee discussion with junior devops for make realize cloud instance is born of real hardware.

> Storage Expansion Firmware Patching Datacenter Active/Active Battery Replacement CPU Spikes Immutable Environment

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# RED HAT TECHNICAL ACCOUNT MANAGEMENT

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





### TAM ENGAGEMENT BACKGROUND

Paddy Power Betfair / Red Hat TAM engagement background

#### PADDY POWER BETFAIR AND RED HAT'S TAM TEAM WORKING TOGETHER SINCE 2015, FROM OPENSTACK ARCHITECTURAL DESIGN ONWARD

Guided support considerations throughout the i2 OpenStack life cycle

Detailed TAM understanding of i2 architecture applied to support situations

Strengthened support engagement with many teams within Red Hat

Amplified the Paddy Power Betfair i2 story and requirements back into Red Hat

Built strong working relationships with the Paddy Power Betfair team and integrated third parties



# ENGAGEMENT HIGHLIGHTS

It is a pleasure to work with the team at Paddy Power Betfair because...

True Dev/Ops culture in motion

Awe inspiring team effort towards cloud centric business platform

Highly focussed, industry leading experts at Paddy Power Betfair

Paddy Power Betfair make us feel like part of the team

Bi-directional, open communication helps us maximise TAM contribution to Paddy Power Betfair's success





**Product enhancement request management** 

### Deep support engagement

#### **Multi-vendor collaboration**

Life cycle planning

#### **Critical escalation management**

In-depth OSP and Ceph architectural recommendations Proactive support exception Direct technical investigation requests

Full i2 life cycle support

TAM VALUE

**Architectural review** 

**Regular on-site service reviews** 

#### Contextual bug and security guidance

Targeted product specialist engagement

Fortnightly sync calls Add-on on-site peak demand

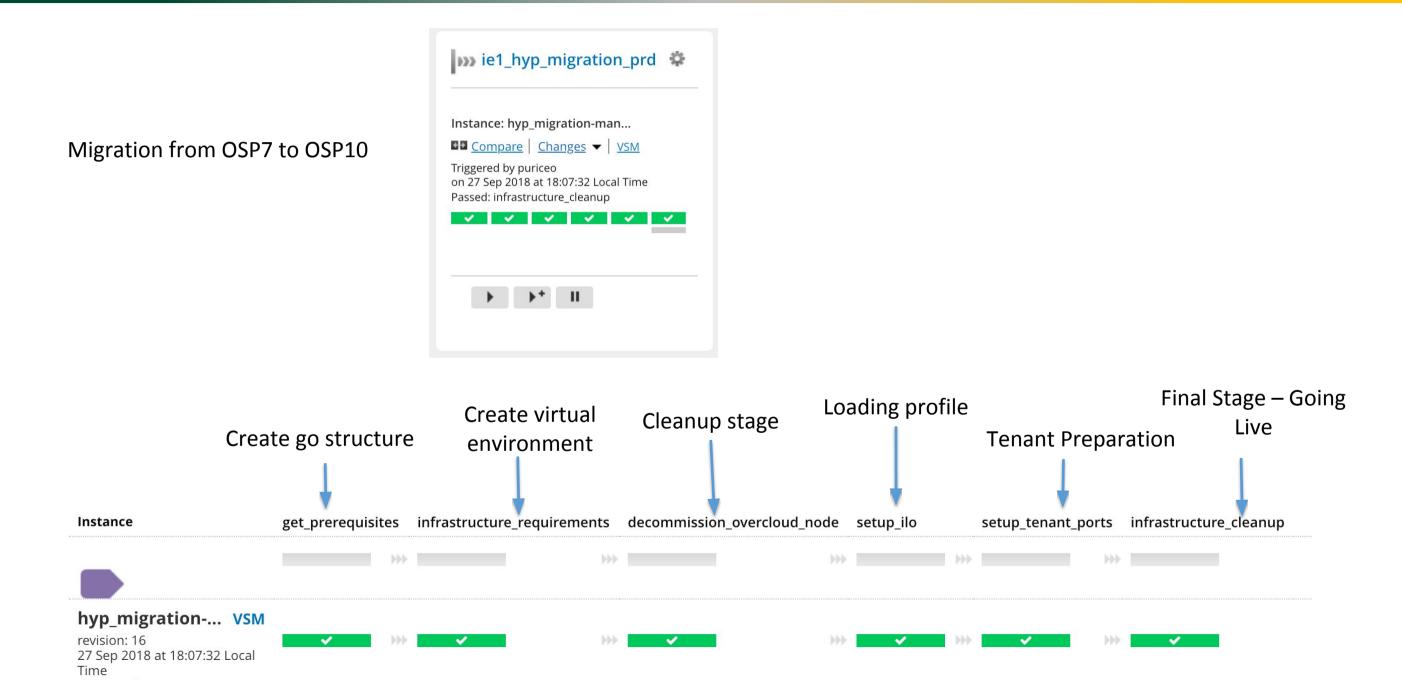
engagements

Much more...

Customised product update announcements



## **Our OpenStack Cloud - A Success**



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# Q&A

