



redhat.

SERVICES

Insieme nel cammino verso la trasformazione digitale

Pierluigi Scardazza - Services Sales Manager

Rinaldo Tullio - Senior Cloud Consultant

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RED HAT GLOBAL SERVICES

Closing the gap in our clients' skills and knowledge

RED HAT®
CONSULTING

RED HAT®
TRAINING

RED HAT
ONLINE PARTNER
ENABLEMENT NETWORK

OUR FOCUS AREAS

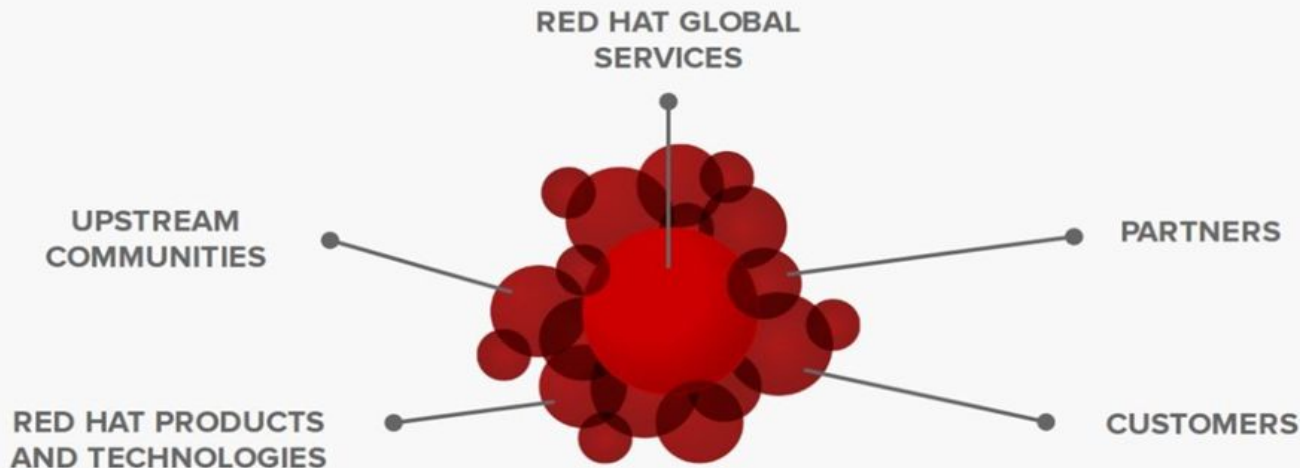
- **Ensure client success** with Red Hat technology
- **Deliver subject matter expertise** via Red Hat product practices
- **Partner with Red Hat Engineering on first-of-a-kind deployments**
- **Enable business partners** to expand the ecosystem
- **Work with Red Hat business partners on joint projects**
- **Mitigate risks** and maximize customer's investment in our tech
- **Enable adoption** through skills assessment, training, and certification

FOCUS AREAS FOR OUR BUSINESS PARTNERS

- **Outsourcing**
- **Systems integration and offshoring**
- **Business strategy consulting**
- **Managed services**

WORKING AT INTERSECTION

Catalyzing communities of customers, contributors, and partners



- Lead challenging and critical projects based on Red Hat technology
- Delivery of real-world training and certification programs uniquely built on input from our support team and field personnel
- Enable and expand business partner practices focused on Red Hat technology

RED HAT GLOBAL SERVICES MISSION



ENSURE CLIENT SUCCESS

We ensure success by creating collaborative relationships with customers and partners around the world to support your journey how and where you need it.



BUILD EXPERTISE

Our empowerment approach arms you with expertise to amplify your capabilities and prepare you to navigate for what's next.



DRIVE EMERGING TECHNOLOGIES

We connect the emerging technology dots. From architecture through training, we bring together the technologies, people, and methods you need to meet IT challenges.

EVERY BUSINESS IS A DIGITAL BUSINESS

TODAY, IT IS DRIVING INNOVATION. IF YOU CAN'T DELIVER SOFTWARE FAST, YOUR BUSINESS CAN'T DELIVER, PERIOD.

Digital business is essentially **software**, which means that organizations that expect to thrive in a digital environment must have an improved competence in software delivery.

COMPLEXITY KILLS PRODUCTIVITY

Complexity is the enemy of innovation, which is why today's enterprises are looking to **automation** and **DevOps** tools and practices.

DevOps can help organizations that are pushing to implement a **bimodal strategy** to support their **digitization** efforts.

WHY TRANSFORM



A business process

...is a collection of **linked tasks** which find their end in the delivery of a service or product to **a client**.

Think about how business processes have evolved over the years...



New advances bring new ways to drive value



Transformation is a
Journey

Towards a compelling Future State

RED HAT Methodologies

A More Proactive Approach

CONSISTENCY is



- Support customers in all phases of the transformation journey
- Leverage and Discover internal skills
- Create a synergistic plan between Learning (via Red Hat Learning Services) and practising (via Red Hat Consulting)
- Help customers to create an Internal Center Of Excellence to support the transformation journey

Engagement Layering

How we usually work with our customers (example)

Phase 0

Define, Design & Plan

Discovery

Discovery Session

Define

Design

Design Workshop

Plan

Phase 1

Groundwork

Smart Start

Pilot

Phase 2

Iterate & Sustain

Modernization

Standardization:

Tooling, process & compliance

Optimization:

CI/CD, Team Structure, Center of Excellence, Migration Factory



SUCCESS STORIES

SOFTWARE INNOVATION AND INFRASTRUCTURE EFFICIENCY

LOCATION: ITALY

PUBLIC SECTOR

SOFTWARE AND SERVICES

Red Hat Consulting

Red Hat OpenShift Container Platform

Red Hat CloudForms

CHALLENGE

- Non-profit consortium operation with universities, adopting OpenShift Platform as a Service to increase speed offering services on demand;
- Transform and port 3 complex existing applications in 6 months into OpenShift;
- Develop & deploy a new service cloud-optimized in 4 months;
- Reduce waste datacenter load and increase application density per HW;

SOLUTION

- Built and rolled internal PaaS based on OpenShift & CloudForms;
- Embedded Red Hat consultants with app teams, one by one, mentoring on agile development practices and container concepts including platform usage and application architecture considerations;
- Developed a CI/CD process integrated into OpenShift to allow developers to push applications from Dev to Prod rapidly;

BENEFITS

- Modernized application delivery and deployment process;
- Faster time into development: with developers now able to create dev deployment in fully automated and almost instantaneous fashion;
- Solution enabled to scale applications based on request load rather than frequently hitting capacity limits.

BEGIN

Discovery Session



Phase 0: Define

Validate container technology as appropriate for the organization

-Architecture review

Week 2

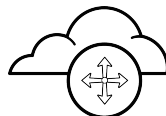


Phase 0: Design

Design with customer new applications in a Cloud native model

-Design Workshop

Week 3



Phase 0: Plan

Transformation, teams/skills with related learning paths organization.

- Plan Presentation

Week 4



Phase 1: Groundwork

Non prod OpenShift installation, app porting and training on the job

- Smart Start

Months 2-4



Phase 1: Groundwork

Minimum viable production (MVP) instance of OpenShift, with CI/CD pipeline with 4 apps.

- Pilot

Months 5-8



Phase 2: Iterate & Sustain

Achieve distributed subject matter expertise in container orchestration and cloud-optimized development

- Dedicated Architect

Months 9-18



THANK YOU



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