

Red Hat

Mark Swinson

Automation Specialist
Red Hat UK



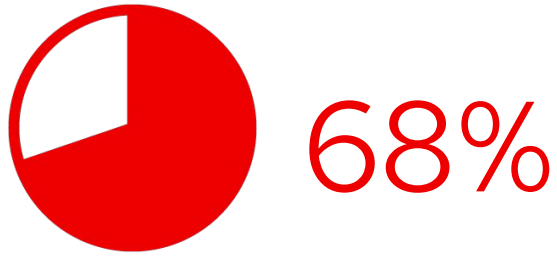
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The Business Impact of Automation

IT Automation is a priority



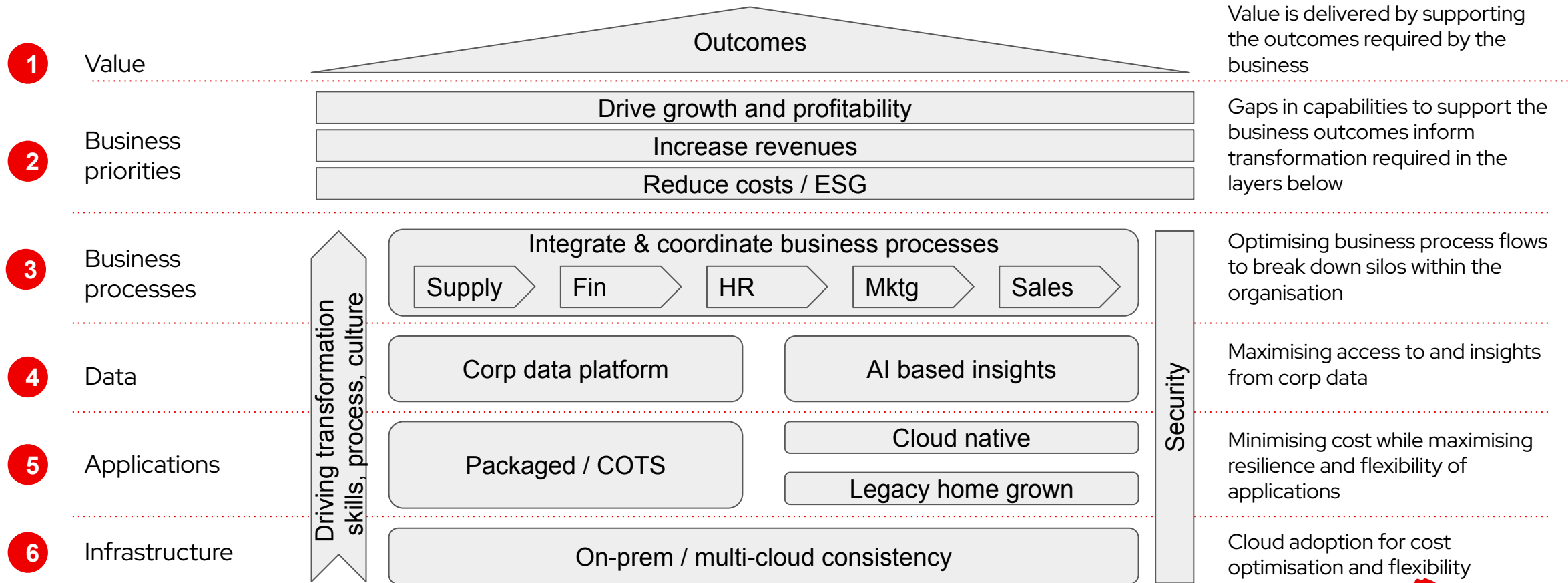
Of respondents agree that in the past 12 months, **IT automation at their organization has shifted** from a “nice to have” to a “**must have**”

53% of respondents say IT leaders should be **serving as a proponent for culture change to ensure automation is accepted** –but only 26% say IT leaders are doing this now.

80% of respondents say IT **adopting IT automation** is “extremely important” or “very important” to the **future success** of their organization.

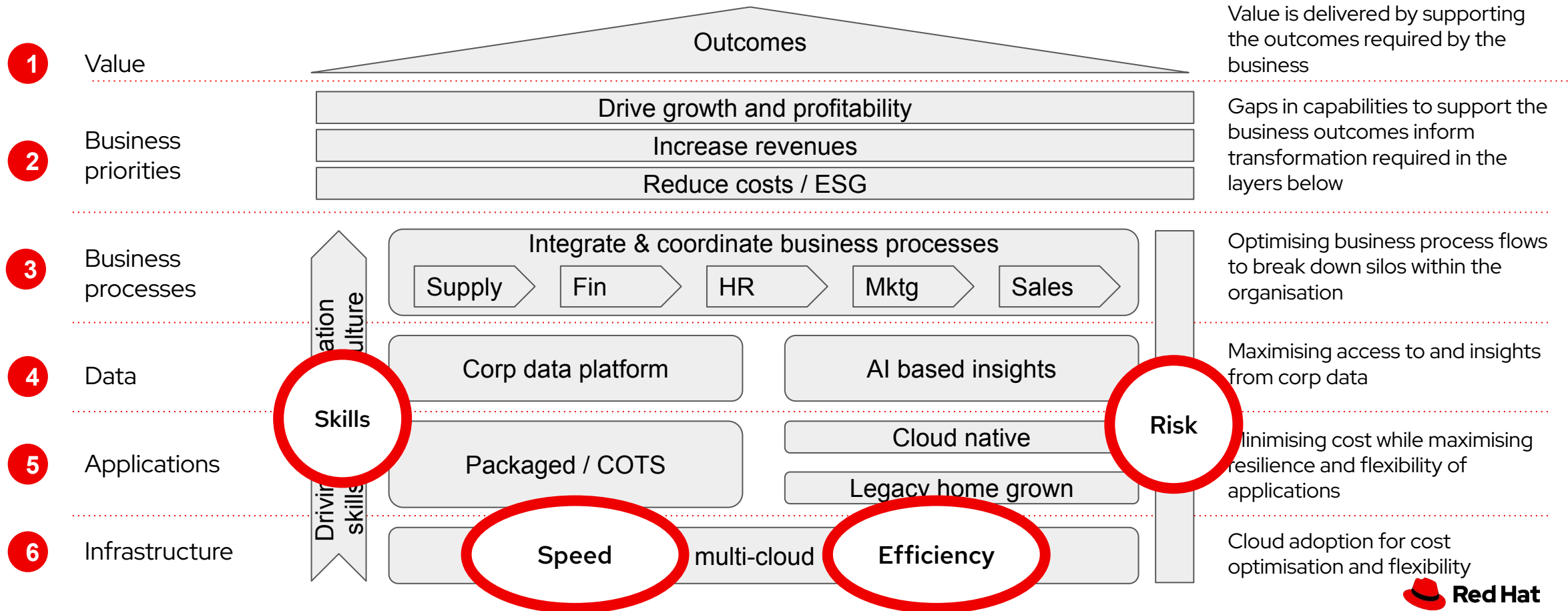
An Architecture of Business Value

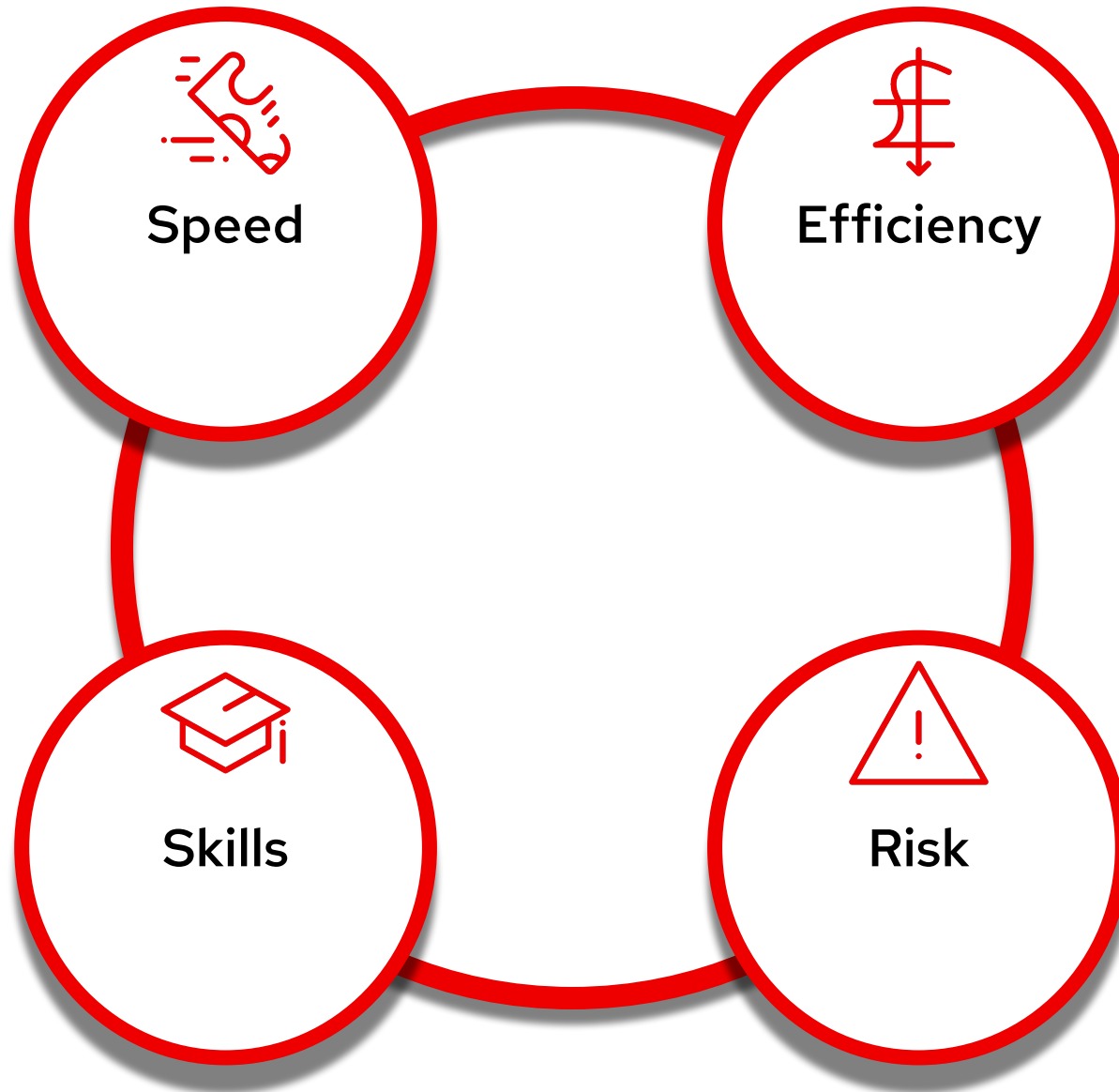
A point of view

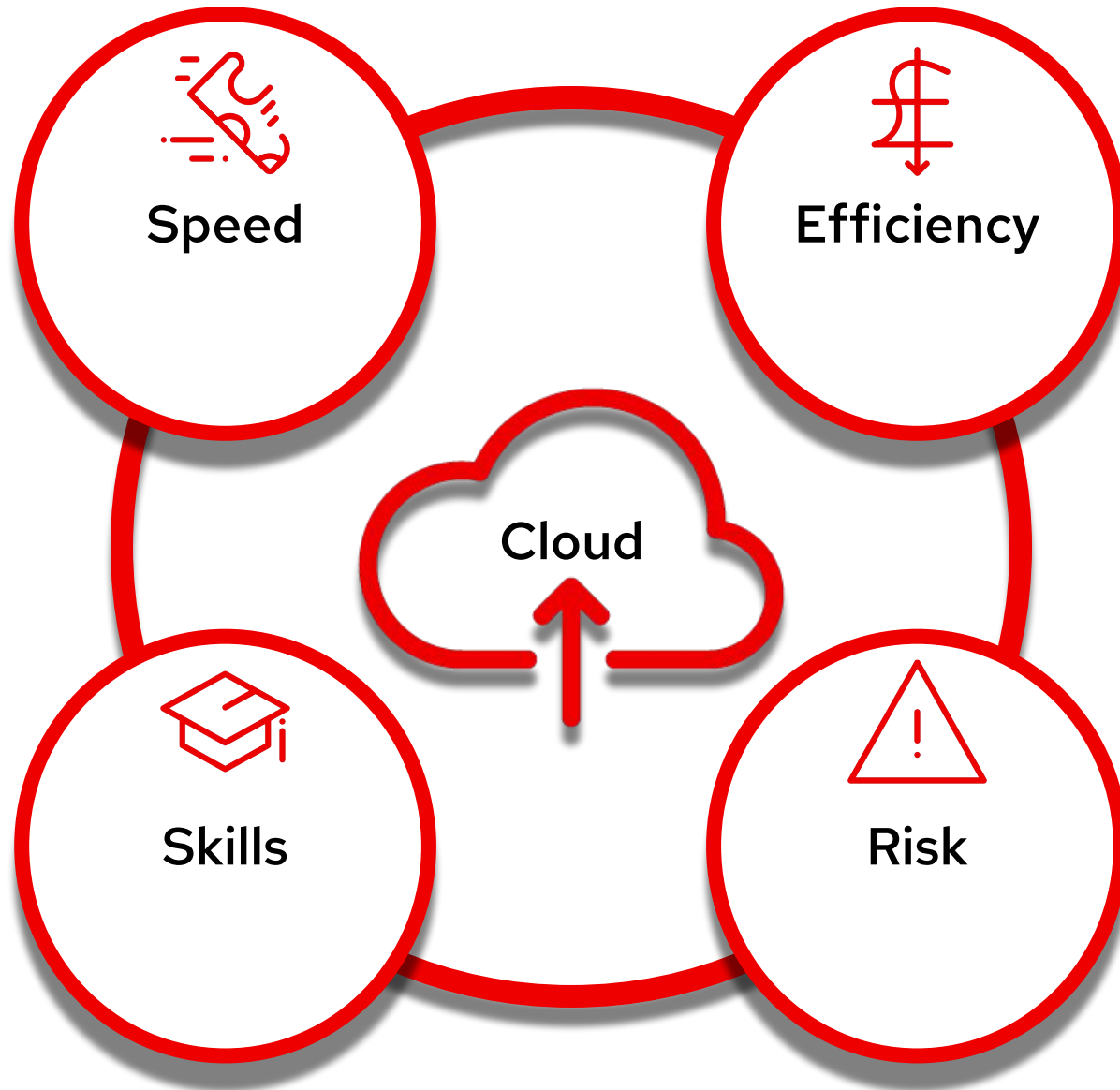


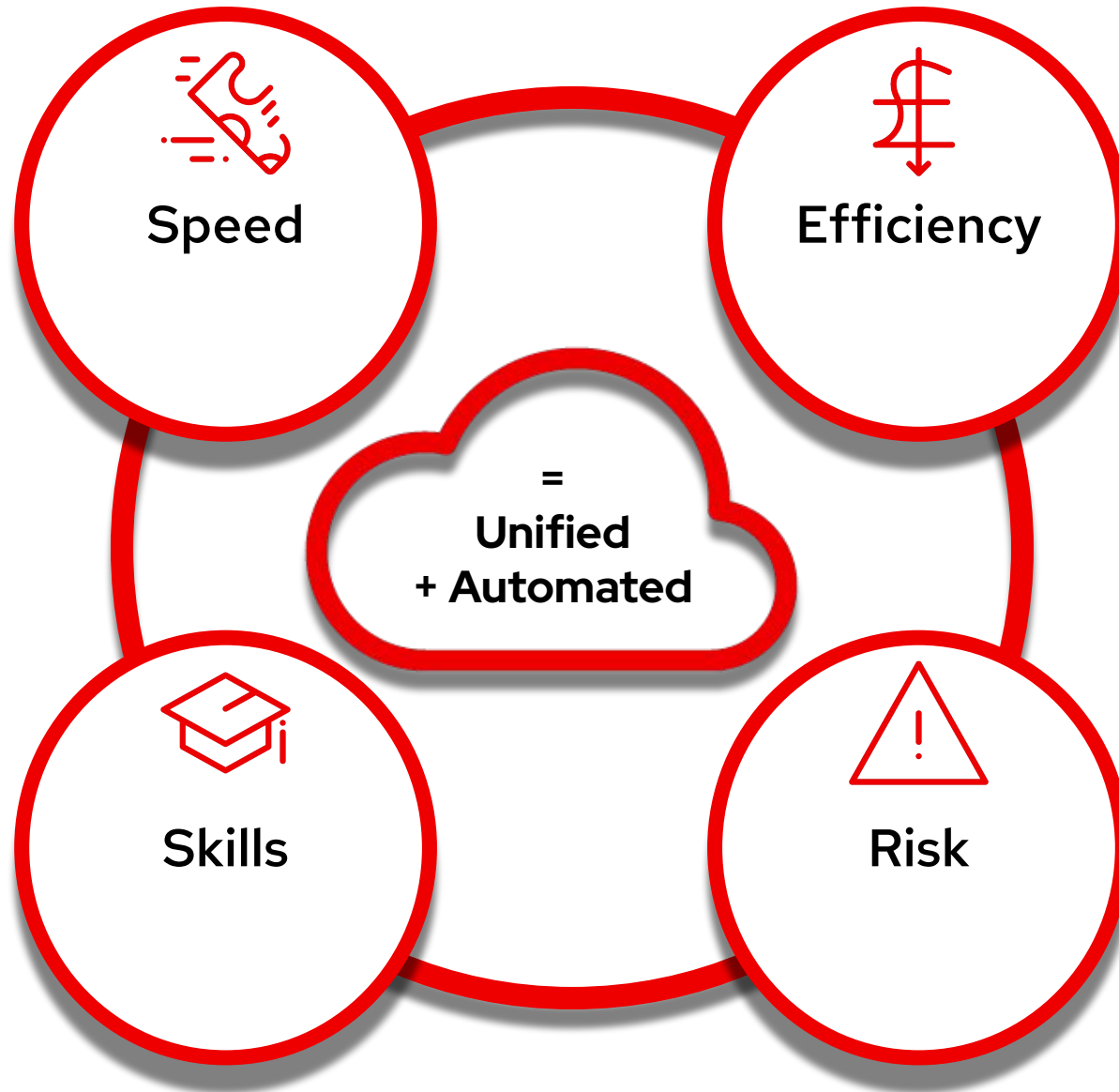
An Architecture of Business Value

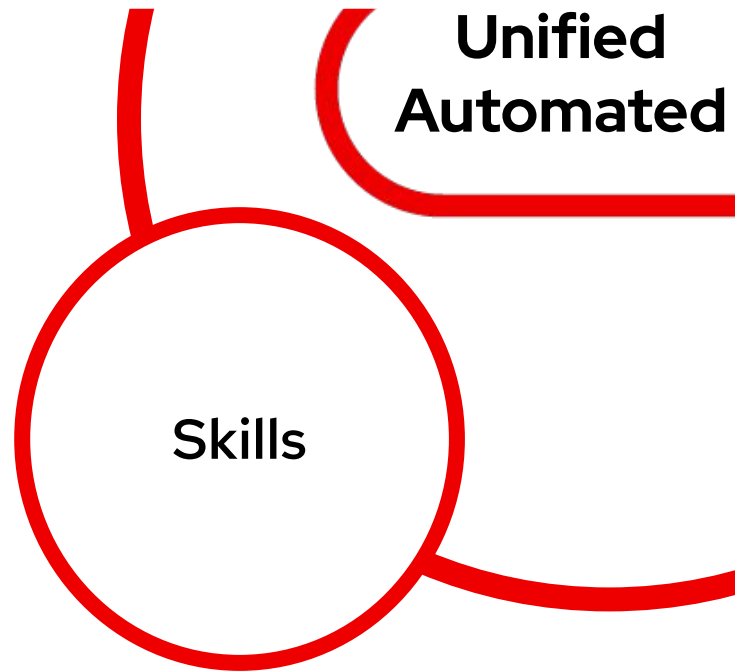
A point of view











**Unified
Automated**

Skills

Unifying the approach to automation reduces the variety of tools and techniques needed to automate and therefore the cognitive load

Generative AI can help lower the barrier to entry



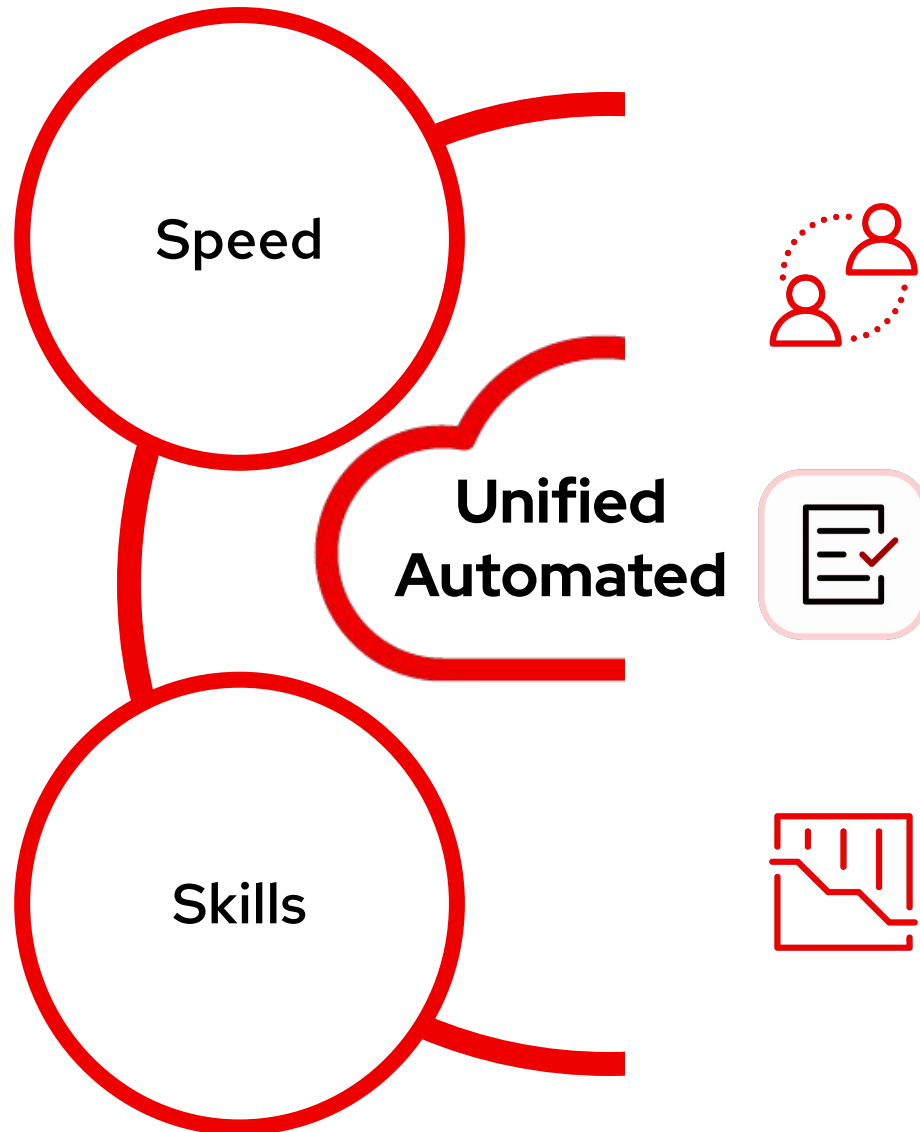
GROUP INFRASTRUCTURE
PLATFORM



“We realized we needed enterprise technology that could support a **cultural shift to an automation-centric approach** for our DevOps teams. In addition to **lower costs and better reusability**, we also needed a vendor-agnostic solution.

...a path to our goal of **providing a seamless experience to all ...**
through **a single technical solution.**”

Pierre-François Liozon
Unix Team Head,
Crédit Agricole Group Infrastructure Platform



Unifying the approach to automation increases the opportunities for sharing and reuse

A tool that is modular, extensible and has lots of ready-built content helps accelerate adoption

A consistent approach means better metrics and KPIs, leading to better outcomes and ongoing improvement



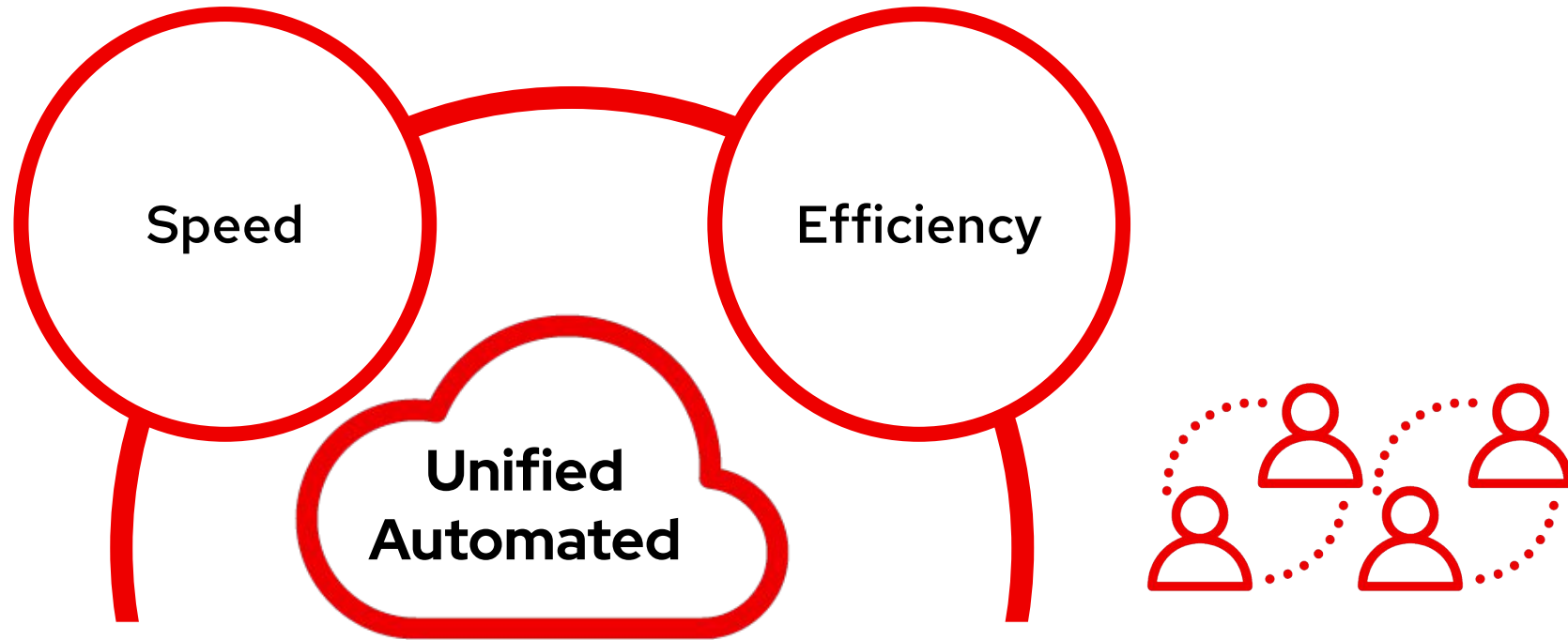
Ulta Beauty uses automation as a catalyst for innovation and cultural change as part of a wider three-phase transformation project.

Challenge

Deliver a company culture of continuous improvements to process efficiency, so it can meet customers' needs while enhancing the digital experience and improving online customer interactions to increase its competitive edge.

Results

- Cut deployment times from three weeks to less than a day
- Freed up key staff to focus on more priorities that move the business forward
- Saved thousands of valuable labor hours and invested back into the business



Sharing and reuse leads to the ability to coordinate and orchestrate across multiple domains

This results in greater speed and agility; requests can be serviced end-to-end, reducing deployment times

Service Levels improve, Mean Time-to-recovery (MTTR) improves

VOLKSWAGEN

AKTIENGESELLSCHAFT

"The speed of things has really stepped up. It used to be when you order a VM, even more if you order a database, you have to calculate if this will be delivered to your project in about **two months**. This has really gone down ... **to a day.**"

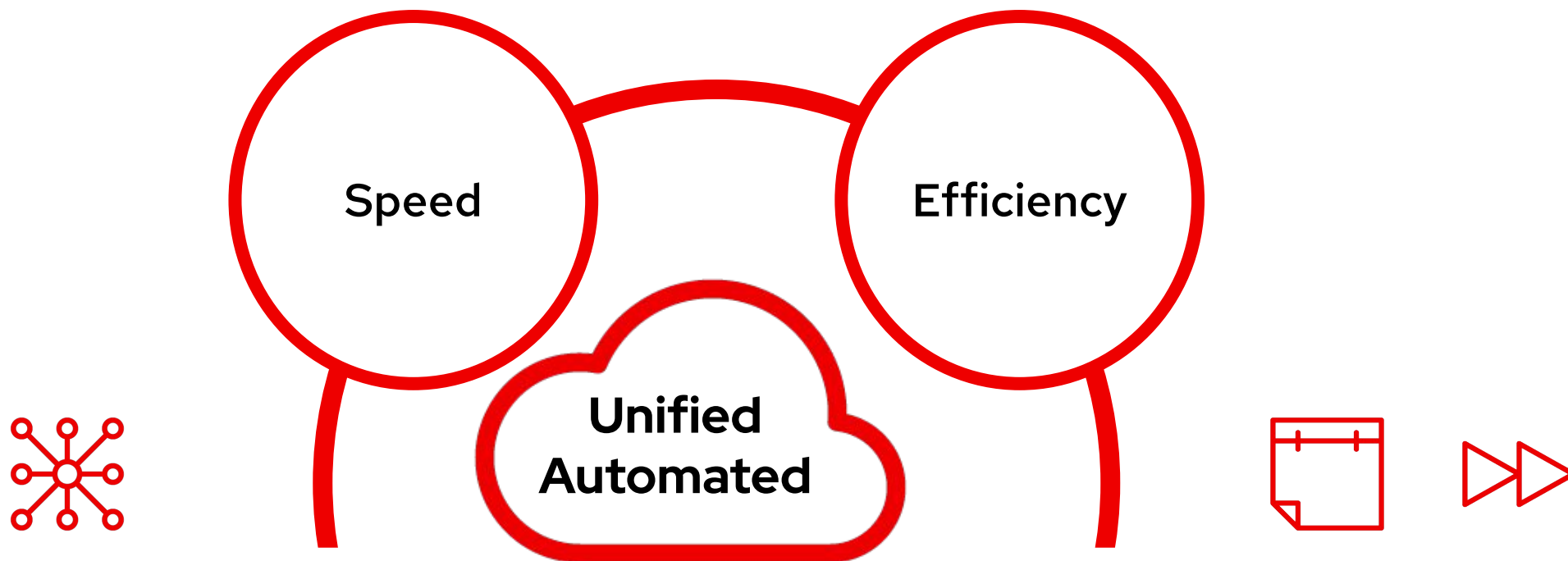
Eike Holtz
Virtualization Technology
Specialist,
Volkswagen AG

Challenge

With 85 years of history, **Volkswagen has built up a lot of legacy platforms, and replacing old systems when you have to follow many regulations and laws creates certain challenges.** The typical lifetime of a car is more than ten years and the associated production lines persist beyond that. Therefore, **reliability and repeatability play a bigger role than usual** in Volkswagen's journey to IT modernization.

Results

- VW Group implemented a modern IT infrastructure automation, **spanning the entire stack from bare metal to workloads like databases**, with the goal of making long term cost and efficiency savings.
- The Automation Platform **provides reliability and repeatability** for Volkswagen to maintain smooth systems and processes while meeting many industry and legal regulations.



An automation tool can run tasks in parallel and based on scheduling

Time to complete multiple tasks is dramatically collapsed (compared to a manual one-by-one approach)

Automation can be scaled to reach thousands of assets - typical in cloud and edge scenarios

SCHWARZ



“Staying competitive means we need to offer new, digital features and stable, timely services to all of our stores. The only way to achieve this goal is with a centralized automation platform...”

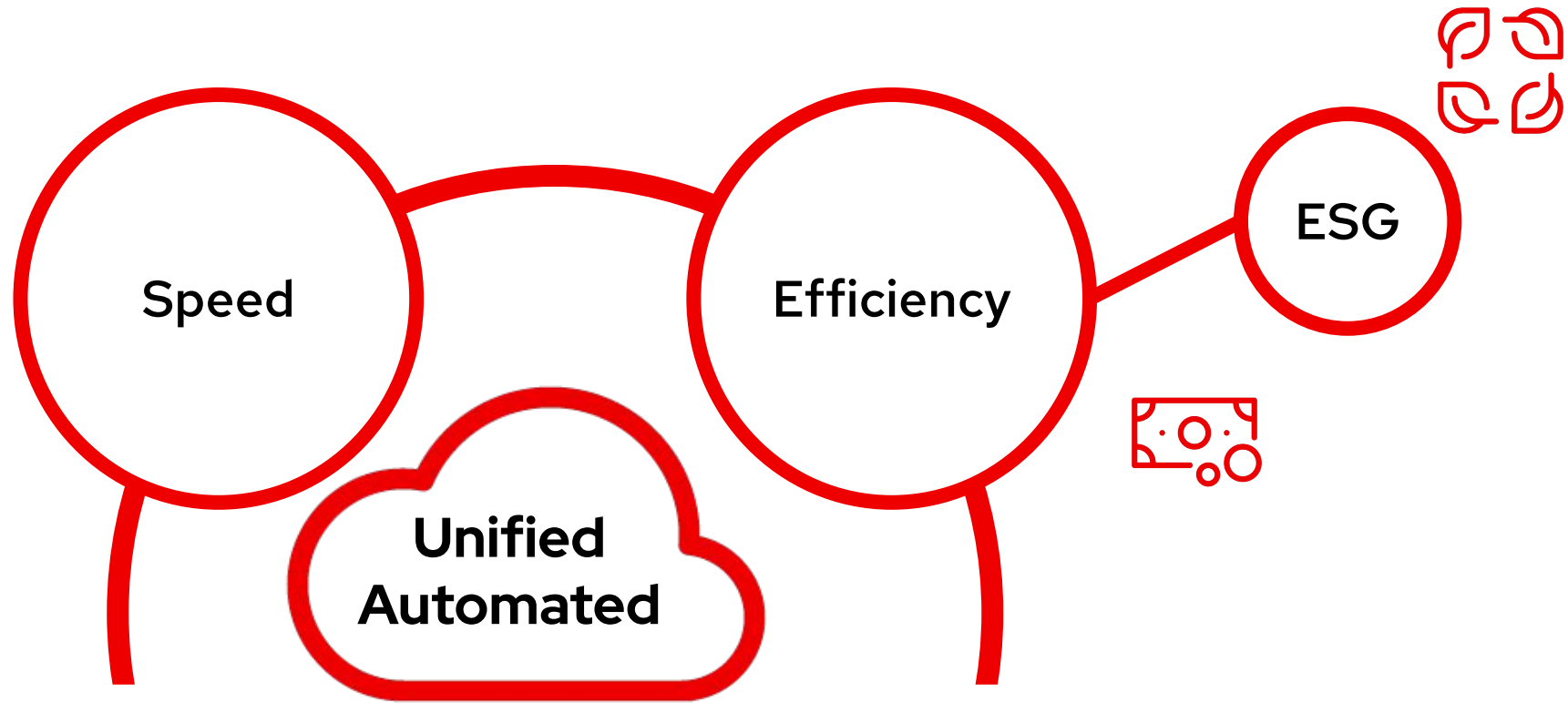
Felix Kuehner
Compute & Runtime Services – Linux,
Schwarz IT

Challenge

To balance **consistent store management with the flexibility to adapt to local demands and the agility to open new stores quickly**, particularly in new markets, the group sought to adopt an open source automation solution.

Results

- Improved delivery time for new, innovative applications and digital services
- Enhanced risk management with role-based system access
- Manage an estate across ~12,500 stores in 33 countries with a small, centralised team



A unified approach enables a single “point of control” – one place where resource ownership can be tracked

Knowing who owns a resource and how it’s being used means it can be managed more effectively and usage can be adjusted for greater efficiency



Challenge

- ▶ High cloud infrastructure costs on Microsoft Azure

Solution

- ▶ Automated process to turn off development and test environments on the weekends
- ▶ Automated process to stop/remove all untagged VMs or VMs without owners
- ▶ Automated process to reduce VM memory and CPU Cores based on peak usage data

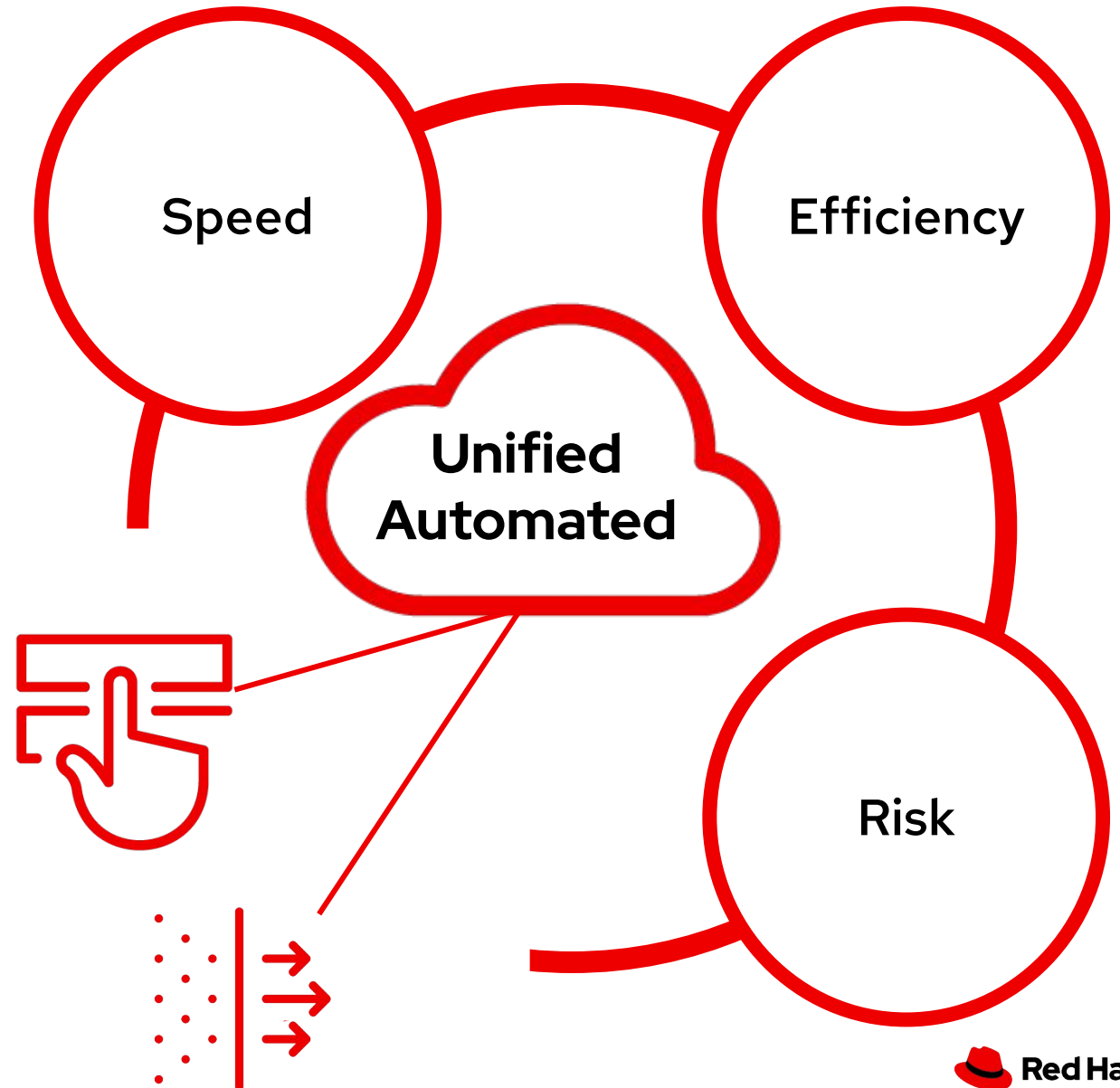
Results

- ▶ Reduced annual Microsoft Azure cloud infrastructure costs by 28% (US\$264K)

Integration with existing IT Service Management (ie Service Desk) streamlines IT Operations

API-enabled "Automation-as-a-service" supports multiple integrations - including DevOps CD

Event-driven integration can automate remediation of common problems without requiring human intervention





“We took our expertise and kept that in ... Automation Platform, so we only needed to call ServiceNow to meet specific requirements of our change process.”

Adam Tate
Senior Infrastructure Design
Engineer,
Blue Cross NC

Challenge

Blue Cross Blue Shield of North Carolina sought to leverage data in its ServiceNow configuration management database and augment it with data of its own.

Solution

Blue Cross decided to transfer its primary platform so that ServiceNow administrative tools were retained, but automation and integration tasks were handled by their Automation Platform.

Results

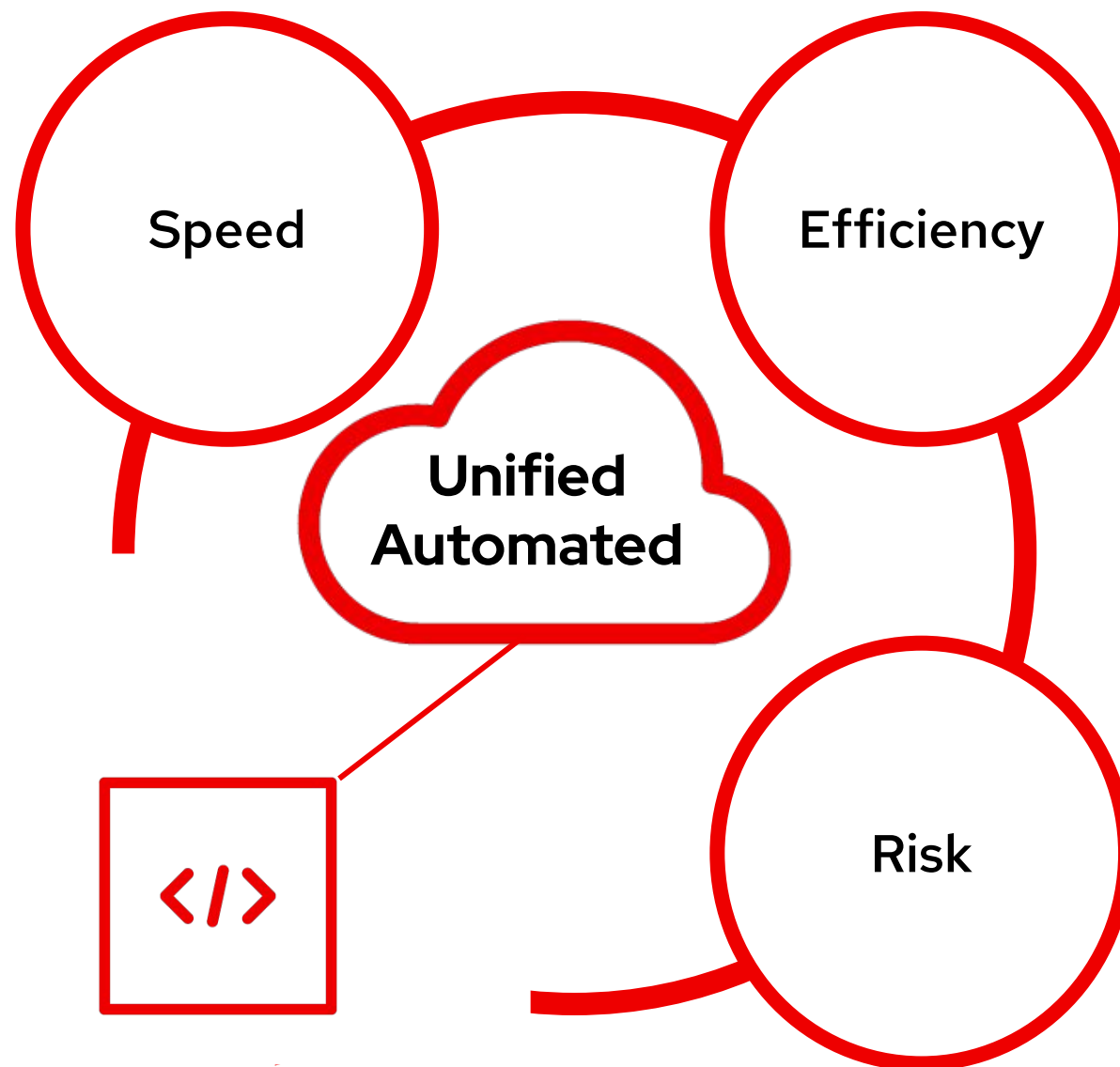
- Reduced dependency on niche external support
- Supported the development of a self-healing process
- Enabled IT personnel to focus on higher priority tasks

A unified approach to infrastructure provisioning and configuration enables "Infrastructure as Code" (IaC)

Automation can be managed with a "software lifecycle"

IT systems can be reliably reinstated, based on definitions that are managed under version control (in the same way as application code)

Reliability and sharing of best practices are improved





“Our Automation Platform allows us to build secure infrastructure that’s supported with automation. A **common language, documentation and developer toolset to make the process more efficient.** ... our common language for orchestration in CI/CD for infrastructure as code.

This ultimately **frees up bandwidth for our people to innovate**, and better focus on serving ADB’s members and partners in order to promote social and economic development.”

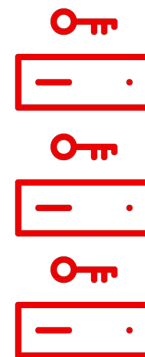
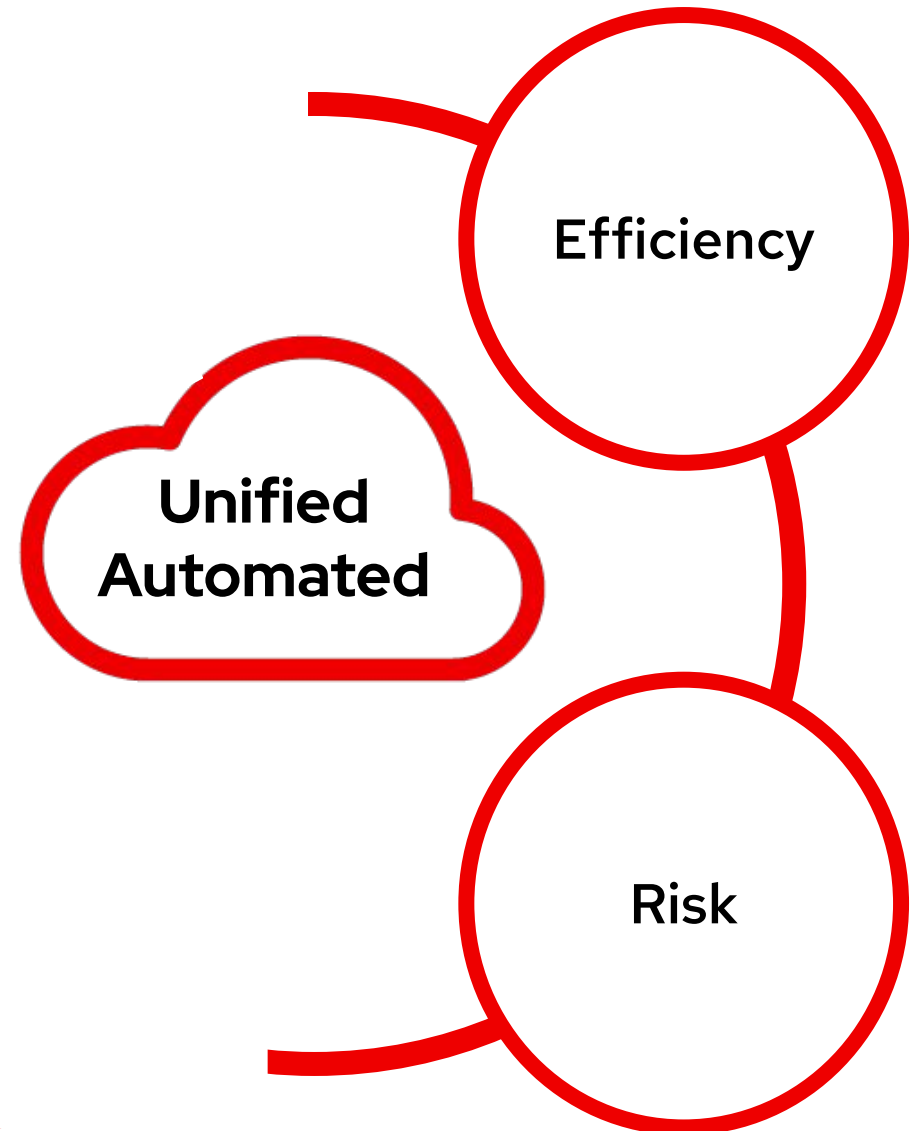
Krista Lozada
Senior IT Specialist (innovation & engineering),
Asian Development Bank

Using an “Infrastructure as Code” (IaC) approach means corporate standards can be enforced more easily (“Compliance as Code”)

IT systems can be maintained in a compliant state - patches, hardening, configuration

Risks are mitigated at the same time as effort to maintain audit-readiness is reduced

“Policy-as-code” will enable standards to be enforced





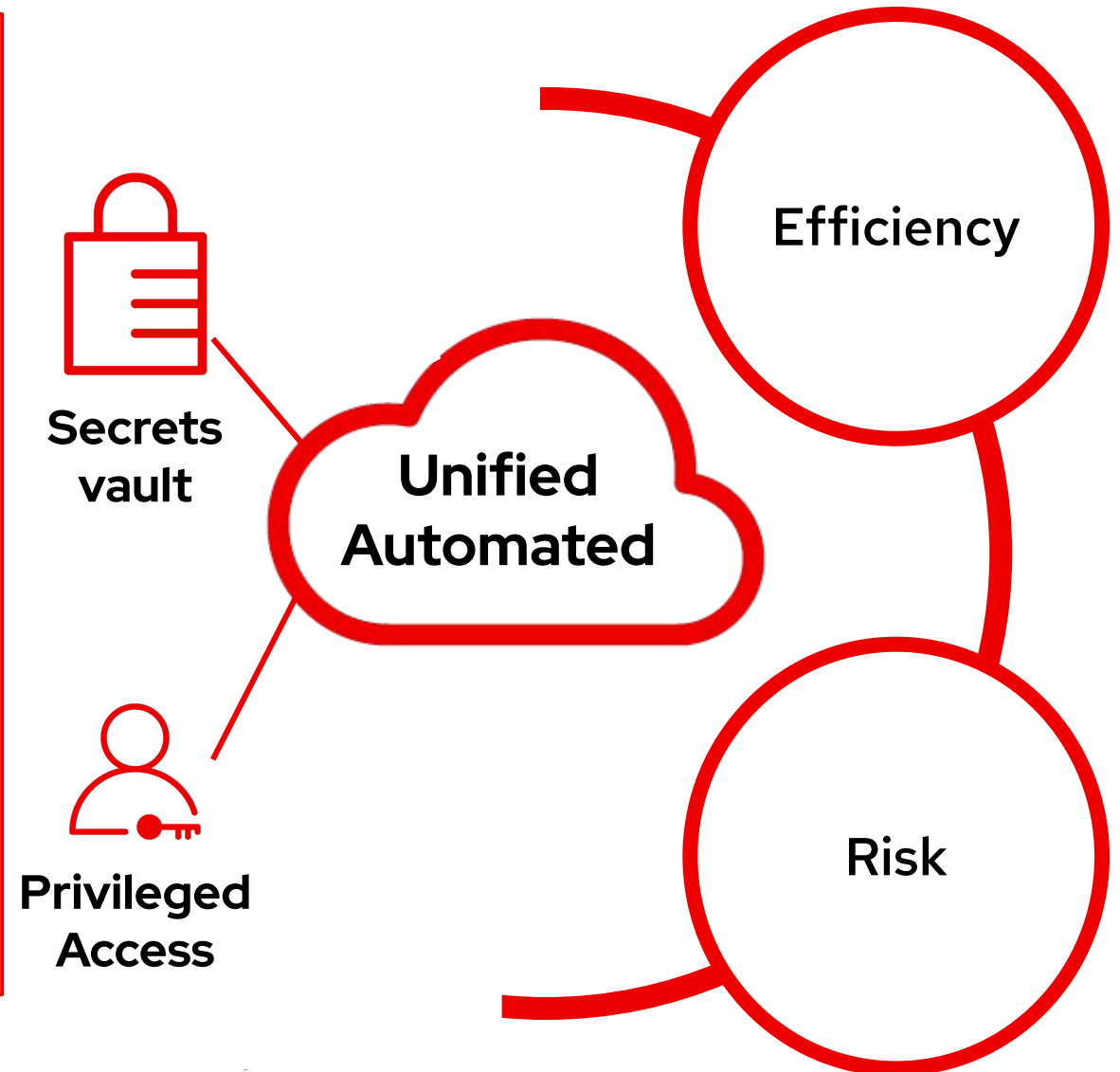
"[Our] Automation Platform has been paramount for our cloud migration initiative, and particularly our use of AWS. It provides a reusable and repeatable way to provision and deploy both middleware and application code on AWS, with an automation framework that provides role-based access control and compliance guardrails."

Ryan Searles
Vice President, Global Technology,
TransUnion

Integration with secrets vaults and privileged credential management leads to enhanced security and enables Zero-Trust Architecture (authenticate at every step)

Removing human intervention reduces exposure and speeds actions (no more requesting privileged access)

Automation can be used to rotate certificates and credentials reducing risk





“It’s really rewarding to see this win-win partnership between Red Hat and CyberArk that truly benefits both companies – and their customers.”

Joanne Wu
VP of Business Development,
CyberArk

Solution

CyberArk partnered to build certified integrations which offer joint customers end-to-end security.

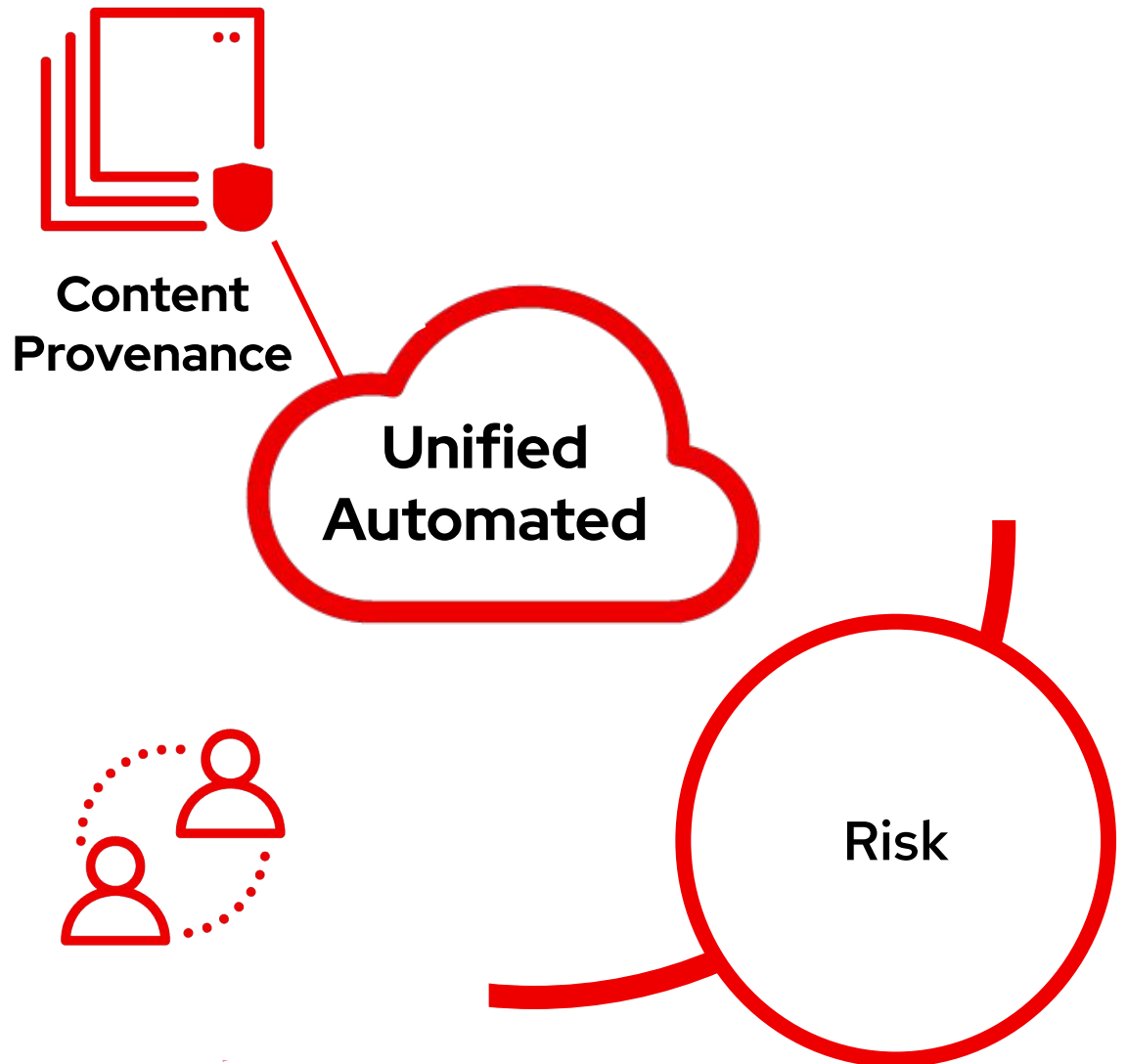
Results

- Enhanced security for users by automating credentials management



Having a “chain of custody” for automation content increases security (these are often privileged actions with serious consequences)

Sharing trusted content, with controlled, ie role-based, access, makes reuse more likely



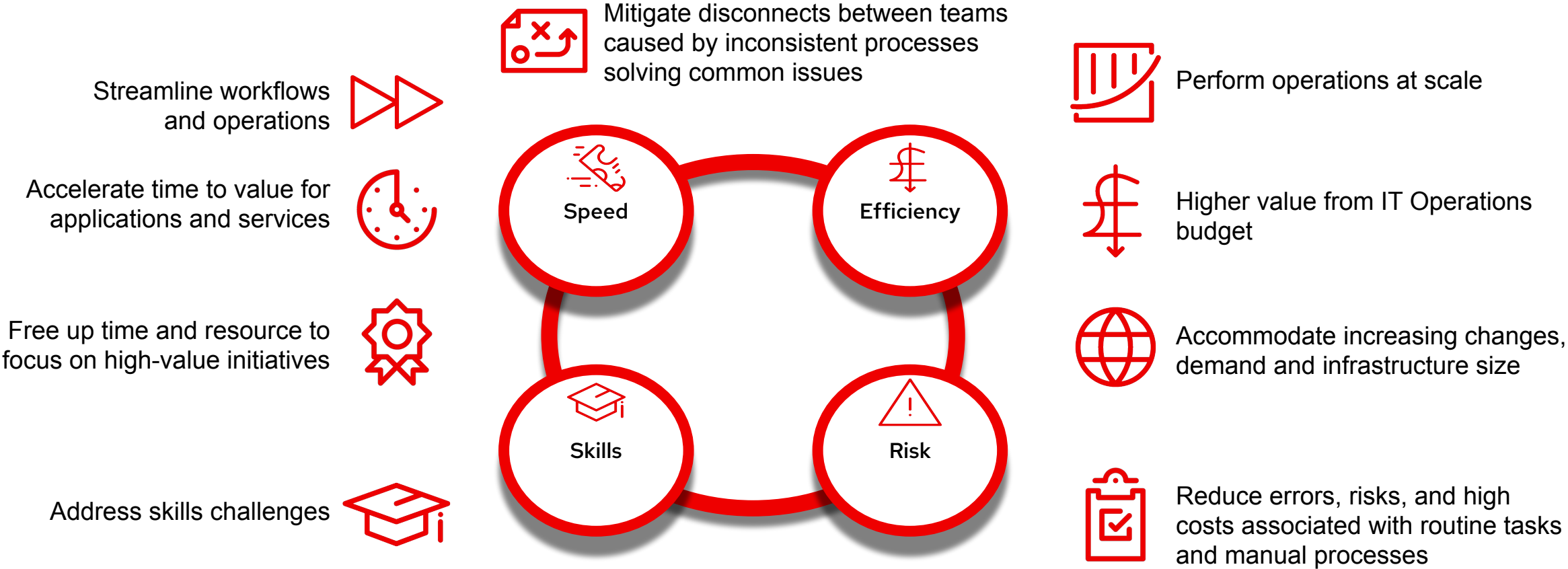
DISCOVER[®]



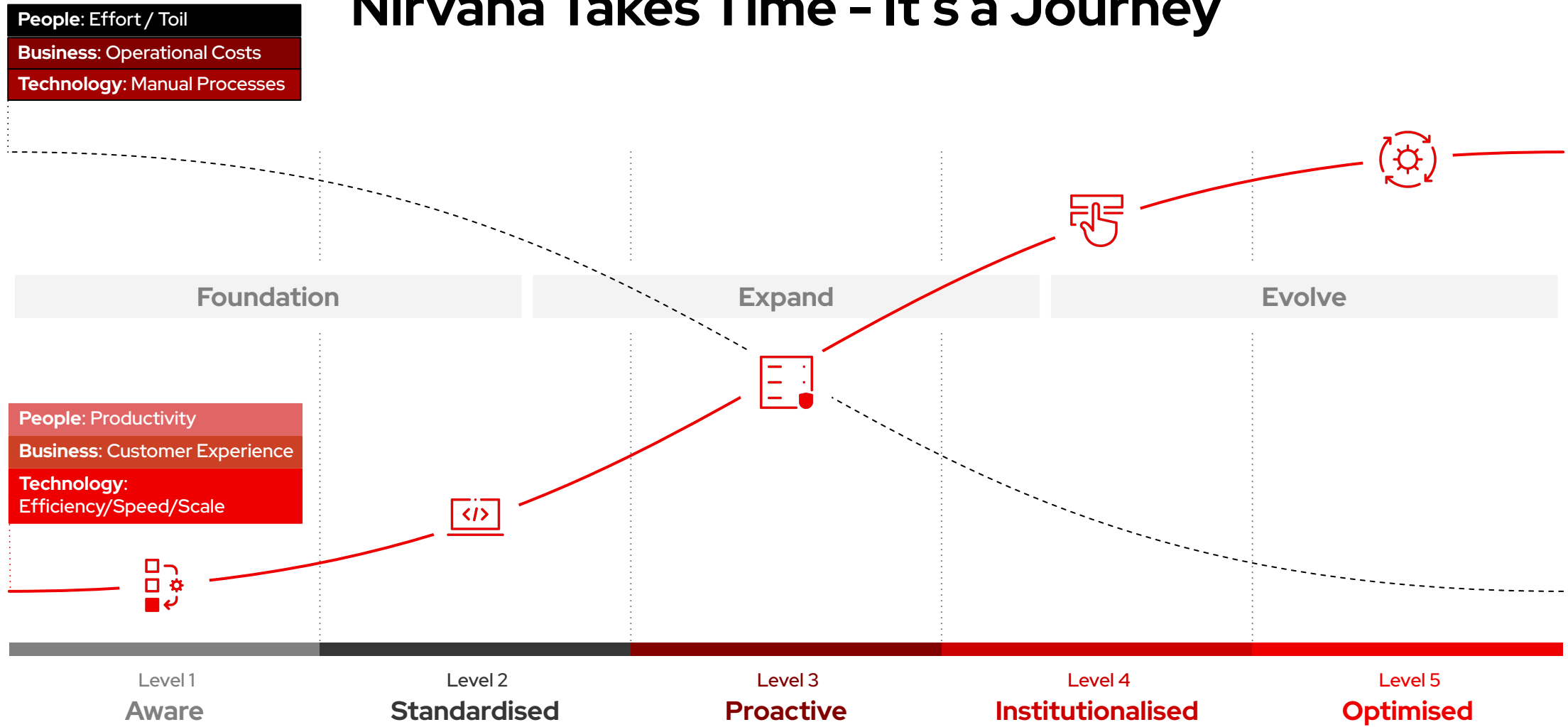
“When we use repeatable solutions, we can develop and deploy these in other areas of our business much faster and more frequently. It’s a critical enabler for us and increases our ROI.”

Joe Mills
Director,
Discover Financial Services

In conclusion: Why an Automation Platform?




Nirvana Takes Time - It's a Journey



Future of Digital Infrastructure Outcomes Among Leading Enterprises

Rates of Improvement Among **Leading** enterprises Are Often 100%+ Higher than Nascent enterprises

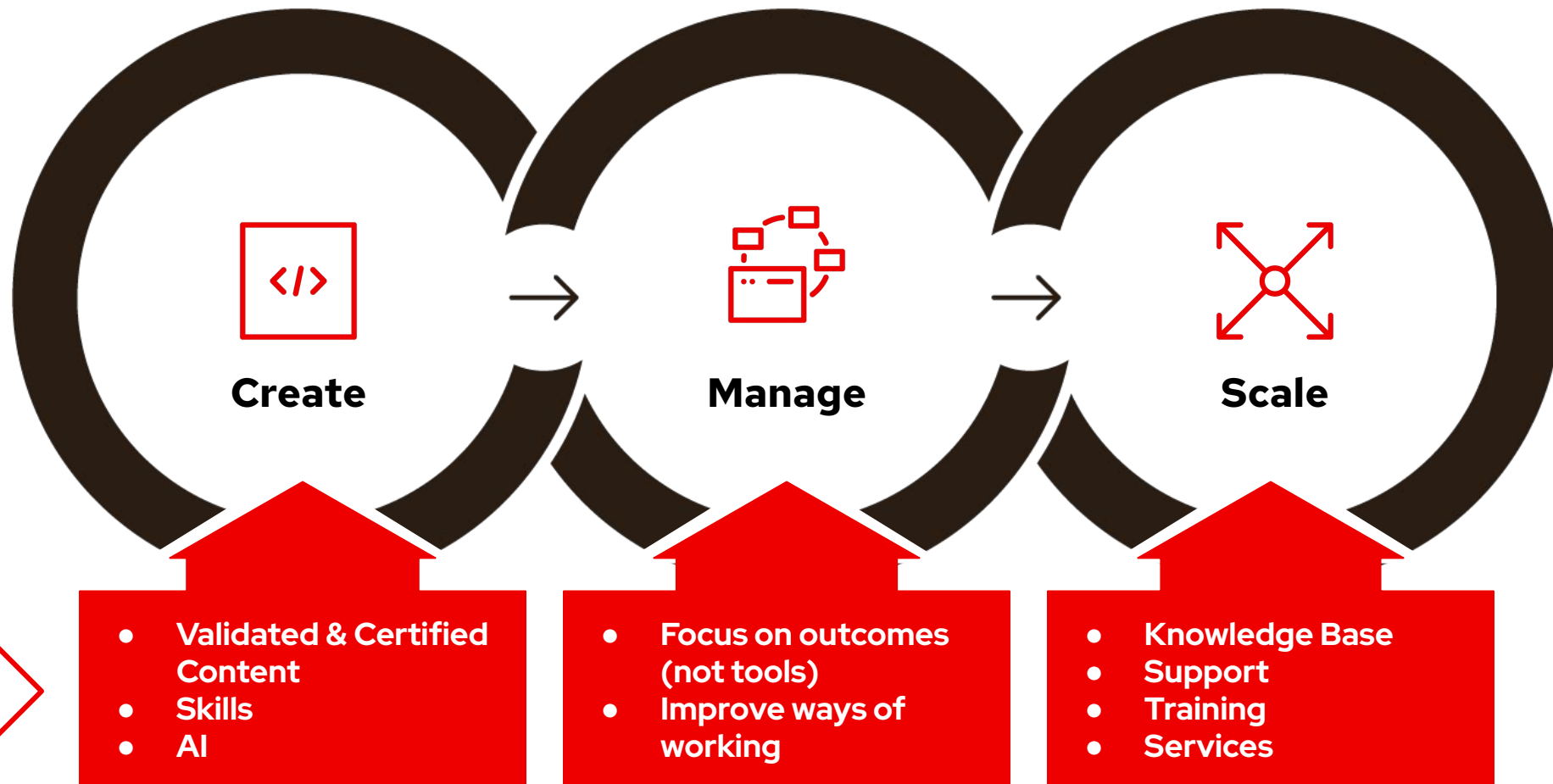
IDC Future of Digital Infrastructure Scorecard

Improvement in Business Outcomes 

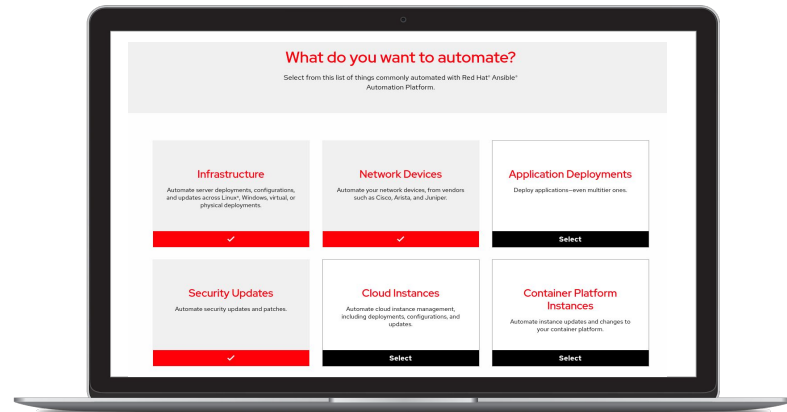
Capability Area	Nascent	Developing	Enhancing	Leading	
Cloud Technologies	Organization lags in modernizing infrastructure. The organization leans toward "sweating" existing assets and is slow to modernize applications	Infrastructure tech debt retirement is primarily considered in the context of specific workload initiatives, leading to inconsistent modernization	Architectures increasingly prioritize hybrid and multicloud interoperability to better serve critical digital business priorities	Infrastructure primarily relies on modern cloud native technologies across resilient, interoperable hybrid and multicloud architectures	"...resilient, interoperable hybrid and multicloud..."
Governance/Consumption	Organization is unable to determine if digital infrastructure spending is appropriate given existing and planned business requirements	Organization is beginning to develop models for evaluating the relationship between infrastructure spending and business outcomes	Organization spends slightly too much or too little on infrastructure, based on business outcomes, but has an ongoing collaborative process to improve alignment over time	Organization can demonstrate that spending is well aligned with business goals and is able to effectively manage growth appropriately over time	"...spending well aligned with business goals... effectively manage growth..."
Autonomous Ops	Ad hoc processes, purpose-built tools and task level automation dominate. Skills are not up to date and use of partner ecosystems is weak	Standard playbooks and automation exist for routine tasks, but ops is mostly reactive. End users have little to no self-service capabilities	Organization proactively standardizes on AI/ML-enabled observability and automation controls across multivendor public cloud and on-premises infrastructure	Unified, AI/ML-enabled full-stack observability is broadly used to drive consistent, predictive, automated operations across most infrastructure	"...consistent, predictive, automated operations..."

Why Ansible Automation Platform?

Clue: Platform = Flexible, Powerful, Proven



Red Hat Value



Red Hat Time Savings Tool
redhat.com/savetime

An IDC Business Value Snapshot, sponsored by Red Hat



Business Value of Red Hat Ansible Automation Platform

Red Hat customers are realizing **significant value** by leveraging various Red Hat Ansible Automation Platform solutions to improve their IT and application development operations while supporting their business needs. This would result in a **five-year ROI of 667%**.

KEY RESULTS

667% 5-year ROI **10 months** to payback on investment

CUSTOMER QUOTE:

“Red Hat gives us the opportunity from one platform to automate, deploy, and manage.”

DevOps Efficiencies by Activity

% improvement



IT Staff Impact

30% more efficient IT infrastructure teams
29% more efficient network infrastructure management teams
75% faster deployment of new storage resources
39% more applications developed

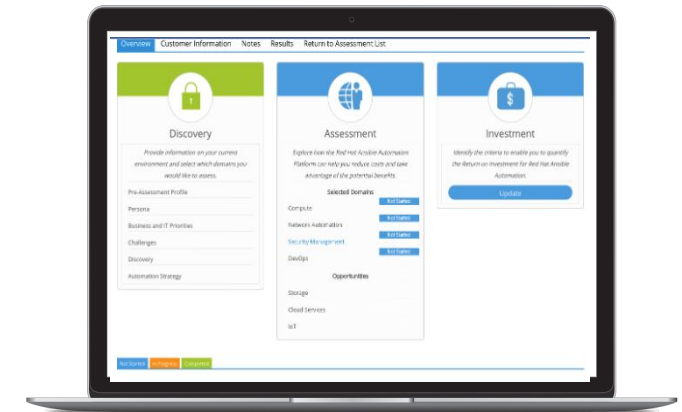
CUSTOMER QUOTE:

“We need less resources to deploy and maintain infrastructure support for our development teams, which saves money. And automation through Red Hat Ansible allows us to move faster, which then fosters innovation.”

Reliability, and Business Benefits

30% more efficient IT security teams **76% reduced** unplanned application downtime **\$1.87 million** additional revenue gained

IDC RoI Analysis
red.ht/idcroi



IDC RoI Tool
 Speak to your Red Hat contact

Automation Assessment

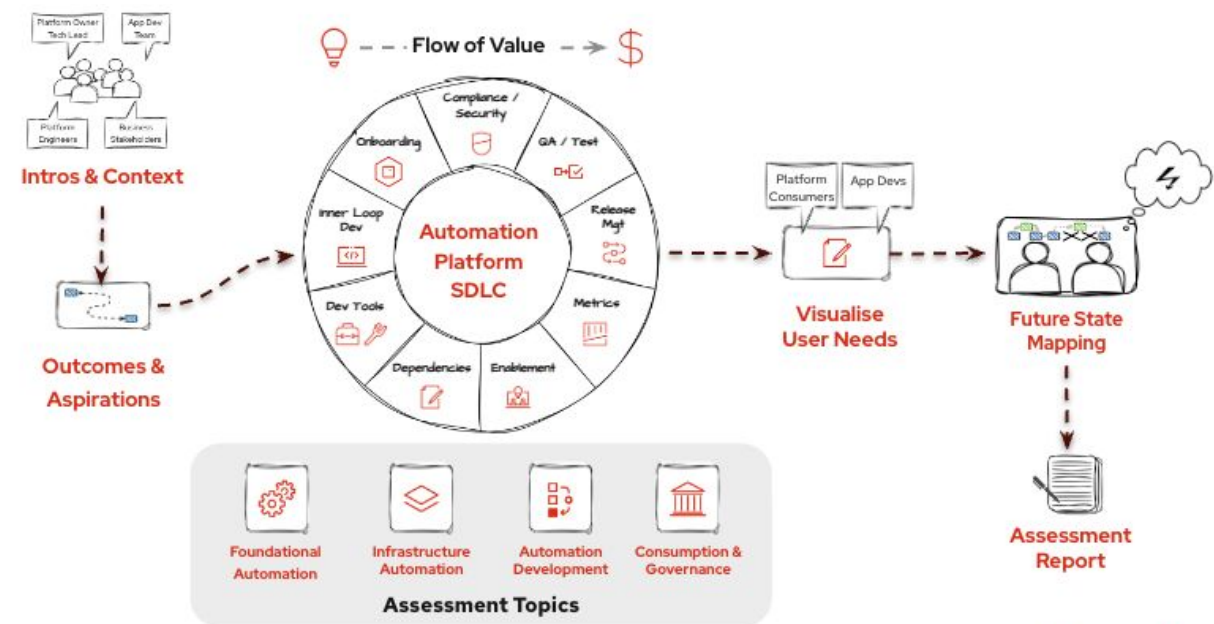
A pathway to value realisation

What to expect:

- ½ or 1 day interactive workshop with Red Hat SME's to :
 - assess your enterprise automation strategy:
 - Automation objectives & future demands
 - Current state technology assessment
 - discuss potential strategies & solutions to achieve desired target state.

Output:

- A report containing:
 - Summary report containing workshop output and discussion points.
 - Value aligned automation strategy recommendations.
 - Guidance and alignment with Red Hat solution blueprints.



Sign-up for Hands-on Workshops

Getting Started with Ansible Automation Platform

16 October, 9:30 AM - 4:00 PM, Red Hat Office, London, EC3R 8NB

This beginner level workshop will teach you the basics of Ansible Automation Platform, help you understand how it works and can be used to automate basic tasks.



Ansible Automation Platform for Network Automation

12 November, 9:30 AM - 4:00 PM, Red Hat Office, London, EC3R 8NB

Get to know the capabilities of the Ansible Automation Platform, the ecosystem of content that's available, and how these can be applied to network equipment.



Red Hat
Summit

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Thank you



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Summit Connect

Ansible Automation Track



Connect
London | October 9, 2024

time	tracks	topic
11:25-11:55	track 3	The business impact of mission critical automation Mark Swinson, Enterprise Automation Specialist, Red Hat
12:00 - 12:30	track 1	JPMorgan Chase reaches goals with next-generation automation solutions Adam Moore, Vice President, Global Technology, JPMorgan Chase Sal Magnone, Services Manager, Financial Services, Red Hat
12:00 - 12:30	track 4	Event-Driven Automation - Filter the boredom Pat Harrison, Associate Principal Specialist Solution Architect, Red Hat Phil Prosser, Senior Specialist Solution Architect, Red Hat
13:55-14:25	track 1	Navigating the Automation Landscape: Aviva's Journey with Ansible Automation Platform Joel Figov, Senior Cloud Engineer and product owner, AVIVA
16:00-16:30	track 3	Ansible Automation Platform Roadmap - headlights on what's coming Richard Henshall, Director, Product Management - Ansible, Red Hat

