PeerPaper™ Report 2024

Recognizing the Value of Red Hat Enterprise Linux

PeerSpot

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Introduction

Across multiple industries and companies of varying sizes, IT organizations acquire Red Hat Enterprise Linux subscriptions for specific purposes, solving problems like stability and speed of application deployment. Continued use of the subscription leads system owners to recognize value that arises on multiple fronts—especially when compared to free Linux distributions. The value users realize changes as a business grows and needs evolve. As users of Red Hat Enterprise Linux revealed in their PeerSpot reviews, the operating system (OS) creates value in terms of security, return on investment (ROI), a robust partner ecosystem, expert support, predictive analytics, and lifecycle support. This paper describes how users see the value they receive from the OS subscription.

Context: The Problems Solved by Red Hat Enterprise Linux

Businesses tend to see value in their Red Hat Enterprise Linux subscriptions depending on the business problems they are trying to solve. They put the OS to work addressing a number of distinct IT challenges. Sometimes, the subscription helps them solve problems they didn't even know they had. These include:

● **Security —** A university with more than 200 employees has application data in a hybrid cloud. Their Technical Program Manager shared that this data "requires high security, including personal identity, demographic, and health information." He went on to say, "By deploying Red Hat to some of our servers and machines, <u>we are ensuring that the data is secure now</u>, as compared to how we previously had it stored. Data security is a flawless feature of Red Hat."

● **Deployment speed** — This was the issue confronting a Senior Information Technology System Analyst at The National Center of Meteorology, a government agency in the United Arab Emirates with more than 200 employees. He found that Red Hat Enterprise Linux, coupled with other Red Hat solutions, had features that <u>help speed up deployment</u> and container orchestration.

Addresses IT Challenges

● **Application and user experience consistency —** The Senior Information Technology System Analyst at The National Center of Meteorology also faced challenges in this regard. He solved them with Red Hat Enterprise Linux. He said, "It works consistently regardless of the underlying infrastructure. For the features we are using, we are getting the output according to what they have mentioned in the portfolio. We are not facing any unpredictable issues."

● **Stability —** An Infrastructure Engineer at a tech vendor with over 10,000 employees said, "Application performance is one of its main benefits. The applications that run on RHEL are very stable." The CEO at Dataops Consultancy, a tech services company with more than 200 employees, similarly found that Red Hat Enterprise Linux "ensures that systems are stable." This user also mentioned that the OS leverages automation to enable his team to address challenges related to productivity and the centralization of development.

Sources of Value From Red Hat Enterprise Linux

PeerSpot members who use Red Hat Enterprise Linux offered insights into how the OS delivers value through its subscription. Sources of value spanned support, analytics, security, and more. Users discovered they could build a reliable foundation for improving their roles as Linux admins and become able to pivot and better meet the needs of the business.
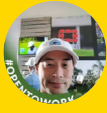
Security Resources and Tools

As a business grows, its need for a robust security posture grows with it. However, Experienced IT managers know that many essential cybersecurity workloads occur in the IT operations domain. For example, enforcement of security policies frequently involves the patching of operating systems. To a great extent, application and data security rely on OSs. As a result, OS security capabilities, along with certifications, are important ingredients of an overall security program. Red Hat Enterprise Linux users spoke about these issues in their PeerSpot reviews.

Improves Security Posture

A small software company uses Red Hat Enterprise Linux in a hybrid on-premises/cloud environment. In this context, "The security it provides is one of the most important features, as are the support and the documentation... The features included in the Red Hat environment enhance the security that Linux has by default," said their System and Solutions Architect. He added, "These features reduce risk."

PeerSpot members praised Red Hat Enterprise Linux for its native security features, such as a Senior System Engineer at a small tech services company saying, "Red Hat excels at built-in security. There are lots of new security features in terms of profiles, email, using Satellite, and disabling root login." A Security Engineer at a tech services company with over 10,000 employees likewise noted that the OSs built-in security features support security standards for encryption, saying, "It is simpler to meet FIPS 140 encryption requirements such as the ATOs [authorizations to operate]."

Patch management capabilities caught the eye of a Senior Enterprise Solutions Engineer at Palpay, a small tech services company. He appreciated how Red Hat's tools enabled him to customize environments and harden OSs. "You can apply security patches and use benchmarks," he said. "You can do everything in Red Hat, so you can always have a highly secure environment." The university's Senior Systems Engineer concurred, commenting "You can set up the security services quite quickly, which we found very useful in our context because we're a highly public organization and we need to ensure that we've got things patched as quickly as possible."

Figure 1 - UiPath Test Suite integrates into the CI/CD pipeline.

Certification matters, too. Indeed, compliance with major security frameworks is often a non-negotiable element of security policy. As a Master Software Engineer at a consultancy with over 10,000 employees observed, "One of the fundamental reasons Red Hat 7 has benefited our organization is that it is fully certified. It has certifications on the DISA STG [Defense Information Systems Agency Security Technical Implementation Guide] and other cybersecurity frameworks like Zero Trust."

These certifications are important because the US Department of Defense mandates them. He further explained, "By implementing the technical guides, we can receive immediate results and protect environments according to our expectations. There is a group of technical procedures that are shared and that you can implement, if you follow the industry best practices."

"As an industry recognized platform, and the fact that Red Hat goes to great lengths to get their stuff security accredited, it makes it a lot easier for me to get applications put into production since I can point my customer security people at the work that Red Hat has done upstream," said a Senior Cloud Engineer at a small consultancy. "Then, all I have to do is account for the deltas associated with the specific deployment in their environment. It greatly reduces the workload when you can get it down to just deltas."

Erik W.
Sr. Enterprise Engineer at a transportation company with 10,001+ employees

★ ★ ★ ★ ★

"The company hasn't had to hire a second admin (FTE) to keep things running."

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Return on Investment

Red Hat Enterprise Linux users can realize ROI in a variety of ways. For some, it was through the use of the OS, with the tech vendor's Infrastructure Engineer, for example, declaring that his team has seen ROI based on <u>savings of around 15%</u>. One university's Senior Systems Engineer also reported savings. He shared, "When you consider the initial implementation and you couple that with what we did with Oracle, <u>we saved about $500,000 USD</u> on purchasing all of the different parts by going with Red Hat."

A Senior Software Engineer at a tech services company with more than 200 employees saw ROI from the repurposing of <u>engineers' skills</u>. With Red Hat, his engineers can reapply their skills across multiple versions of the OS and incidents that arise in the environment.

Having just one admin to manage all images is where a Senior Enterprise Engineer at a transportation company with over 10,000 employees found <u>return on investment</u> with Red Hat Enterprise Linux. He said, "The company hasn't had to hire a second admin (FTE) to keep things running."

ROI

Robust Partner Ecosystem

Red Hat's partner ecosystem has proven to be a source of value because the OS tends to be just one part of complex multi-vendor system. A small software company, for instance, found that Red Hat Enterprise Linux helps with agility because it enables the portability of applications and containers. To this point, an IT staffer with the company said, "Red Hat Enterprise Linux is the preferred choice in our industry because the applications we use are <u>swiftly certified by the vendor</u>, so we don't have to verify them ourselves....The pre-certification of Red Hat Enterprise Linux applications expedites deployment as we no longer need to go through the certification process ourselves."

For a Senior Network Engineer at a manufacturing company with over 1,000 employees, the portability of applications and containers built on Red Hat Enterprise Linux was a positive aspect of his experience with the OS. He explained, "We do a lot of containerization and a lot of microservices. <u>It has worked really well</u>. It helped in keeping our organization agile. Our partners provided us with a lot of quick utilities and reuse of things. We can shut down a container and spin up a new container to introduce new capability quicker."

Prateek A.
Technical Program Manager at a university with 201-500 employees

★ ★ ★ ★ ⯨

"Using Insights, you can easily evaluate your system processes and data. It is a highly valuable feature."

<u>Read review »</u>

Expert Support

Support and Expertise

Red Hat Enterprise Linux users felt that the support they received from Red Hat was a major source of value from their subscriptions. In case after case, they acknowledged the advantage of having a vendor with so much expertise to share. As the transportation company's Senior Enterprise Engineer put it, "I like the fact that <u>they really dig into things and then provide answers</u>." He described himself as "the single Linux guy," so he felt that Red Hat played the role of "that second admin next to me" who could say, "Hey, what about this?"

He added, "I am able to do that through the portal. I get my questions answered and trouble tickets resolved." He further commented, "The technical support is superior to many vendors with whom we interact. They pay attention… .I would rate the support as 10 out of 10."

When asked about Red Hat Enterprise Linux support, the CTO of a small tech services company shared, "They are exceptional. We have a lot of experience in these matters. Usually, when we have any kind of issue, it is a really difficult one, and I need to talk to somebody at level two or three in the support area. <u>They put us in touch with the best engineer</u> to solve the issue."

This user then remarked, "I have dealt with many different vendors, but Red Hat is the only one that does it in this way. They do it in a simple and fast way. They understand you, and they are willing to help you and fix everything. If you have a problem or situation that is causing downtime for the customer, they understand that it has an impact on your business, and they are affecting the revenue of the company. They are really committed to fixing it as soon as possible. I would rate them a 10 out of 10."

Red Hat's support team stood out for being "very helpful and knowledgeable about the product" to a Senior Infrastructure Engineer at Virgin Media, a small tech services company. He elaborated, saying, "They knew what they were doing and were able to resolve any issues I had very quickly." For context, he shared how, with open-source software, "we're often on our own and have to figure issues out on our own. With Red Hat, we have the peace of mind of knowing that we can get help if we need it."

Nicolae
System and Solutions Architect
at a computer software company
with 11-50 employees

"Insights provides vulnerability alerts and targeted guidance, and those features have helped increase uptime."

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Predictive Analysis Capabilities

Predictive Analytics

Operating environments are invariably complex, but also critical for the business. For these reasons, admins need to know what's happening with applications, databases, and their Linux distributions in near real time. Manual modes of observation and analysis may not be fast or deep enough to be effective. Red Hat Insights, part of the Red Hat Enterprise Linux subscription, offers a predictive analytics alternative. With Insights, users can gain the visibility needed to take rapid action that will correct problems affecting system reliability and security.

Red Hat Insights helps Linux Plus, a small tech services company, prevent emergencies caused by security issues, noncompliant settings, and unpatched systems. As their Senior SRE explained, Insights helps by "enabling us to be more proactive in detecting and avoiding errors before they occur. Red Hat Insights provides us with vulnerability alerts and targeted guidance, especially when we register our host directly with Red Hat. It works perfectly because it utilizes machine learning, allowing us to monitor our logs and prevent unnecessary downtime."

For a comms service provider with over 1,000 employees, Red Hat Insights helped the IT operations team avoid emergencies in unpatched systems by "identifying bugs so that we can fix them," according to their VAS Regional Project Manager. He added, "Red Hat Insights provides us with vulnerability alerts and targeted guidance, which helps prevent downtime and increases our uptime to 99 percent."

A Principal Systems Engineer at Greenway Health, a tech services company with over 1,000 employees, enthusiastically described how his team uses Red Hat Insights to monitor their systems. "It is a godsend," he said. "It's like having an extra person on staff." With Insights providing a constantly updated database of CVEs [cyber vulnerabilities] and configuration best practices, "It checks everything in the environment to make sure that it is patched, up to date, configured properly, and using industry best practices."
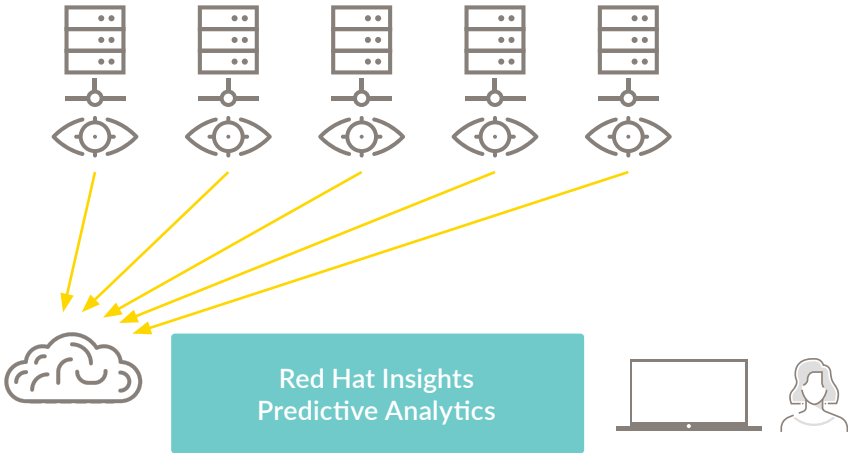

Figure 1 – Red Hat Insights' predictive analysis provides visibility into the states of multiple systems to identify potential issues and provide remediation options.

John L.
Principal Systems Engineer
at Greenway Health

★★★★⯪

"When you look at the Insights control panel, you know either that everything is good or, if you have an issue, you know exactly where to look and how to fix it."

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This user described how "When you look at the Insights control panel, you know either that everything is good or, if you have an issue, you know exactly where to look and how to fix it. Nine times out of ten, it even gives you an automation script to fix it automatically."

Other notable comments about Red Hat's predictive analytics capabilities include:

● "We also use Red Hat Insights. It's a good tool and it helps us keep the installation up to date and have a <u>global view of what we have</u>. In addition, Insights provides vulnerability alerts and targeted guidance, and those features have helped increase uptime." - System and Solutions Architect at a small software company

● "You can track all your logs, the monitoring of data, and the processes that are happening across the Red Hat operating system. Using Insights, you can <u>easily evaluate your system processes and data</u>. It is a highly valuable feature." - Technical Program Manager at a university with more than 200 employees

● "It has a <u>predictive analysis</u> feature for troubleshooting. It uses ... algorithms to give us the issues that will eventually come if something prolongs. If we are managing our environment very well and are following the best practices, our end-users also don't face any issues, which improves their user experience."- Senior Information Technology System Analyst at the National Center of Meteorology

Lifecycle Support

IT environments are heterogeneous, typically running multiple versions of OSs and other software. Staying on top of maintenance and updates can be a challenge. The Red Hat Enterprise Linux subscriptions solve this problem by providing lifecycle support that enables admins to handle version control and implement an efficient, coherent updating process.
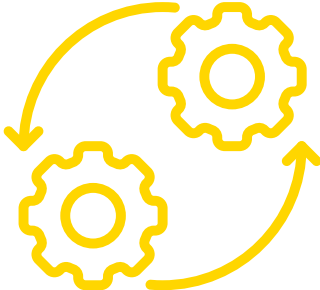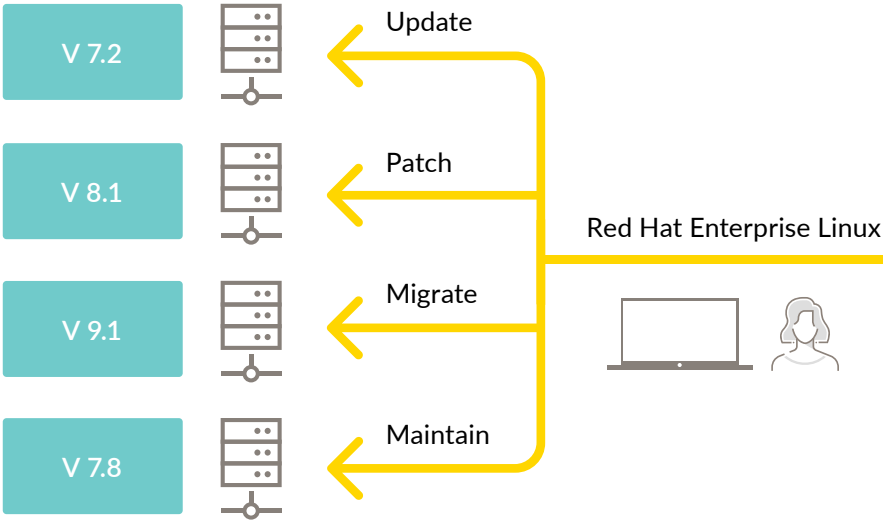
**Efficient
Upgrade Process**

Figure 2 - Lifecycle support in Red Hat Enterprise Linux enables an admin to keep up with version updates, maintenance, patching and migration of multiple versions of the OS.

Red Hat Satellite is consistent with patch upgrades, which are part of lifecycle management. As a Lead System Engineer at a tech services company with over 10,000 employees explained, "For the ten-year lifecycle, we have been able to rely on it and not worry if the patch will break. We do not need additional patching features since it covers everything."

"The upgradeability is fantastic," said a Senior Service Specialist at a financial services firm with over 1,000 employees. He compared Red Hat with Windows, which "you can't upgrade to certain versions. I haven't found that issue with Red Hat Enterprise Linux."

A comms service provider with over 10,000 employees benefited from Red Hat Enterprise Linux's ability to run multiple versions of the same application without issue. Their Cloud and Infrastructure Architect said, "We have specific databases and specific versions of them running for the support team, even though some of them are not in support. It has lots of features for things like containerization. The single subscription and install repository for all types of systems makes it simple to purchase and install Red Hat."

Conclusion

Enterprises have many alternatives when it comes to operating systems. Free Linux distributions have their appeal, but as users of Red Hat Enterprise Linux have discovered, the OSs subscription model creates value in more than one way. Users get the benefit of extensive support and expertise to help them manage their Red Hat environments. Red Hat Enterprise Linux's proactive analytics capabilities provide visibility into systemic issues in near real time, while the OSs built-in security features and certifications facilitate a strong security posture. Red Hat's robust partner ecosystem and its certified software help keep Red Hat environments running smoothly. These value factors accrue to return on investment, as Red Hat users realize financial gains from use of the OS. Collectively, they demonstrate the advantage of the subscription approach.

About PeerSpot

PeerSpot is the authority on enterprise technology buying intelligence. As the world's fastest growing review platform designed exclusively for enterprise technology, with over 3.5 million enterprise technology visitors, PeerSpot enables 97 of the Fortune 100 companies in making technology buying decisions. Technology vendors understand the importance of peer reviews and encourage their customers to be part of our community. PeerSpot helps vendors capture and leverage the authentic product feedback in the most comprehensive way, to help buyers when conducting research or making purchase decisions, as well as helping vendors use their voice of customer insights in other educational ways throughout their business.

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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.