



RED HAT
FORUM
Switzerland

YOUR FUTURE I.T. IS BUILT ON WHAT YOU DO TODAY

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VP CUSTOMER EXPERIENCE AND ENGAGEMENT
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DISRUPTION IS A MATTER OF WHEN, NOT IF

JUST ASK SAAS-FEE SWISS ALPINE SKI RESORT

2015

- ▽ Revenue
- ▽ Skier days
- ▽ Hotel stays

2016

Hammerdeal initiative

~~CHF 1050~~



2017

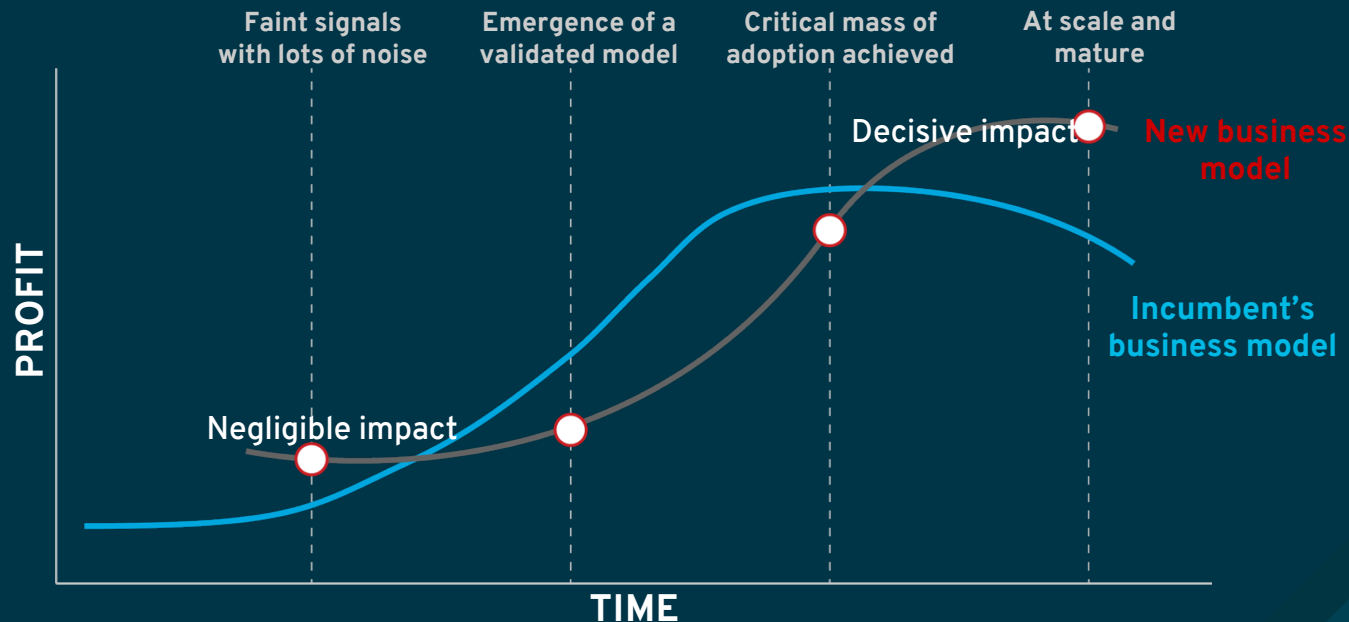
- △ ~1 Year revenue OVERNIGHT
- △ 45% Hotel stays

Photo source: <http://www.saas-fee.ch/en/wintercard/>

DISRUPTION

YOU MAY NOT REALIZE IT UNTIL IT'S TOO LATE

"First
they ignore you,
then
they laugh at you,
then they fight you,
then you win."
-Ghandi



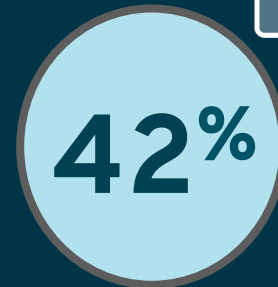
LET'S TALK IT - ARE THESE YOUR CHALLENGES?



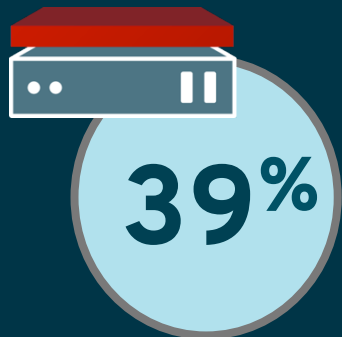
1. DEVELOPING A CLOUD STRATEGY



2. BUILDING NEW APPS QUICKLY



3. OPTIMIZING AND MODERNIZING EXISTING I.T



SHIFTING YOUR TECHNOLOGY INVESTMENT

IS REALLY ABOUT BEING ABLE TO DO MORE, FASTER



Optimize the IT
you have



Integrate apps, data,
and processes



Add and manage cloud
infrastructure



Build more modern
applications

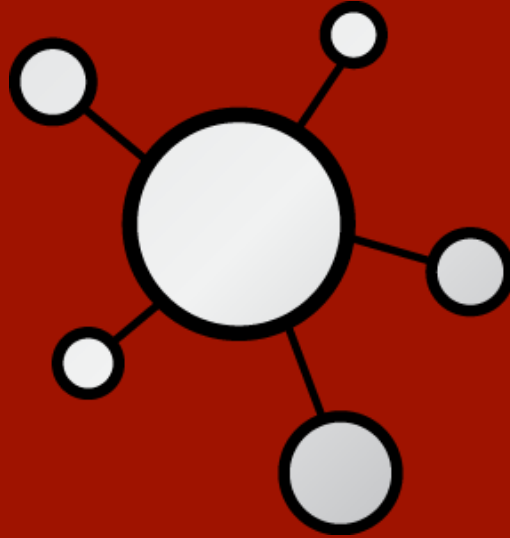
EFFICIENCY

PRODUCTIVITY

AGILITY

SPEED

CULTURE MATTERS



OPEN SOURCE IS EVERYWHERE

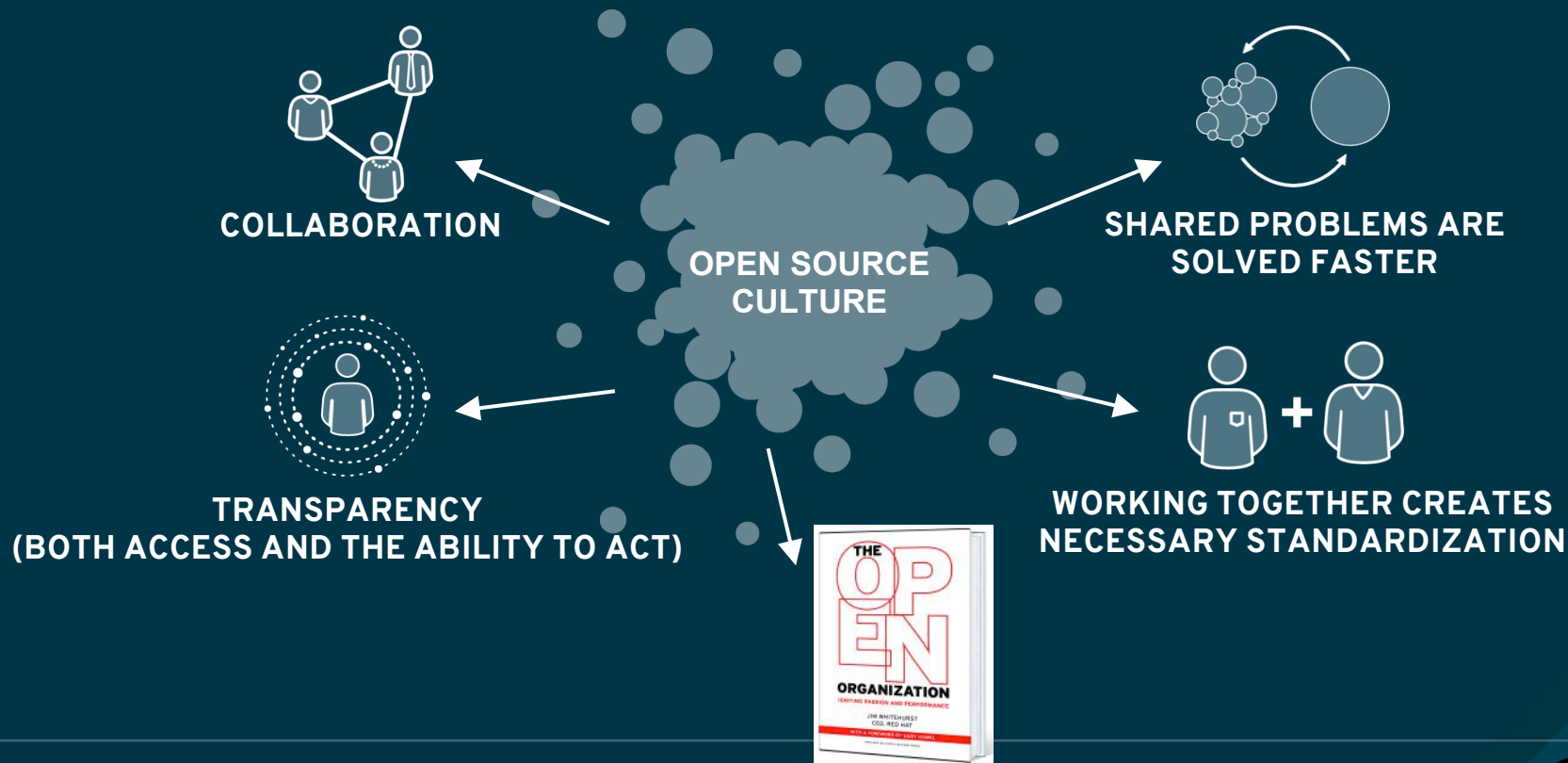
INCLUDING ENTERPRISE ORGANIZATIONS

"Open-source software (OSS) industry saturation is complete: Today, 95% of mainstream IT organizations leverage nontrivial open-source software assets within their mission-critical IT portfolios – whether they know it or not."

GARTNER
HYPE CYCLE FOR OPEN SOURCE SOFTWARE 2016
MARK DRIVER
11 JUL 2016

IT'S NOT JUST CODE

HOW OPEN IS YOUR ORGANIZATION?

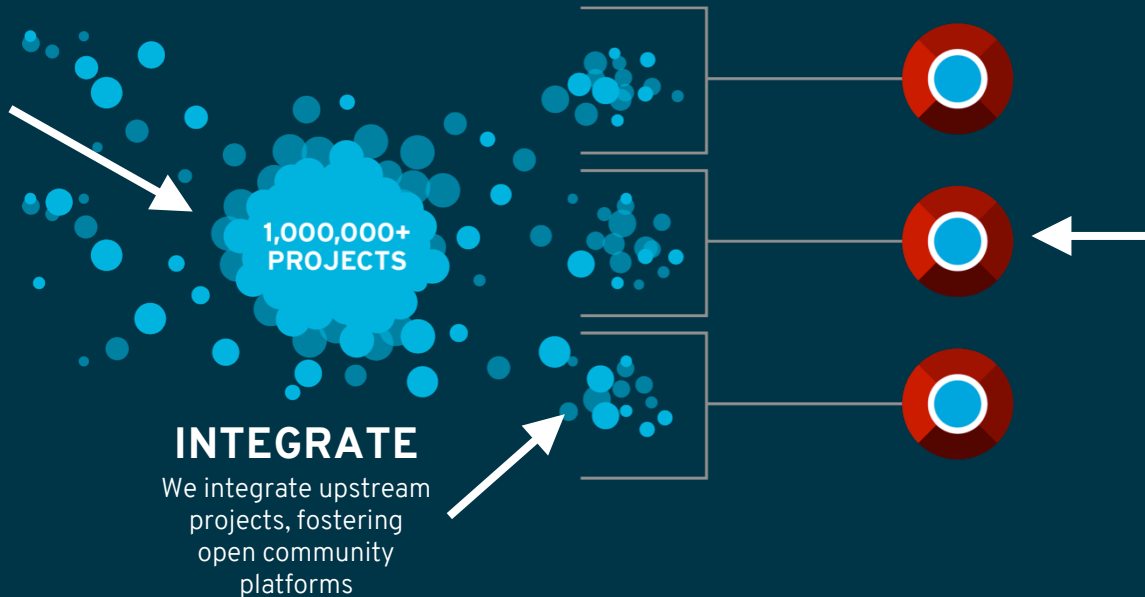


HOW WE DEVELOP PRODUCTS

FROM COMMUNITY TO COMMERCIAL

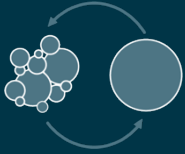
PARTICIPATE

We join (and sometimes create) community upstream projects



OUR SUBSCRIPTION MODEL

DELIVERS CONTINUOUS VALUE



CUSTOMER PORTAL

Award-winning knowledgebase of solutions, docs, & technical guidance



KNOWLEDGE

Our expertise, plus the added knowledge of customers, partners, & communities



WORLD WIDE

We have support centers & offices across the globe, and materials in multiple languages



CERTIFICATION

Employers recognize the value of Red Hat training & certification



PRODUCT SECURITY

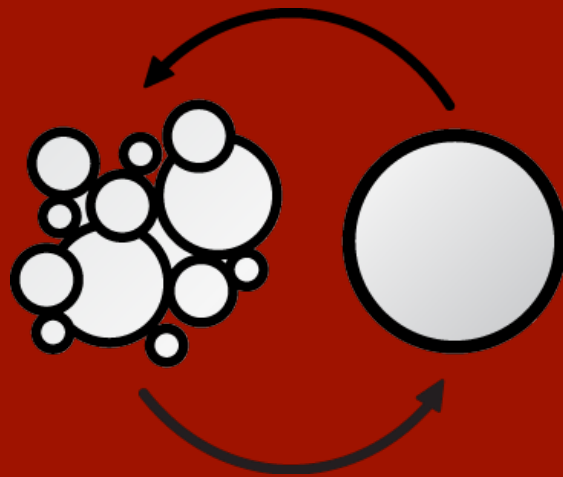
Dedicated teams of experts monitor, identify, & remediate potential threats



EXTENDED LIFE CYCLE

Extended life phase or extended life cycle support subscriptions may be available

REFINING THE PROCESS



LOOK AT PROCESSES ACROSS THE ORGANIZATION

DEVELOPMENT, BUSINESS, AUTOMATION, & SECURITY



**DEVELOPMENT
PROCESSES**



**BUSINESS
PROCESSES**



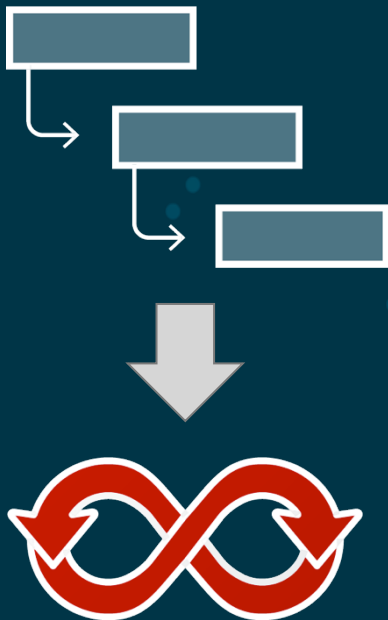
**AUTOMATION
PROCESSES**



**SECURITY
PROCESSES**

CHANGE YOUR DEVELOPMENT PROCESSES

AGILE, SCRUM, DEVOPS, CI/CD, & THE MODERN APP LIFE CYCLE



1. **Open your culture.** Transparency, collaboration and consistency are requirements.
2. **Automate as much as you can.** Eliminating manual tasks gives you time to innovate.
3. **Get the right platform.** Containers are the best way to package apps for DevOps, and container platforms provide the needed automation.

TAKE A NEW APPROACH

BIG BENEFITS, SMALL STEPS

TRADITIONAL



CULTURE OF INNOVATION

AGILITY

SPEED TO VALUE

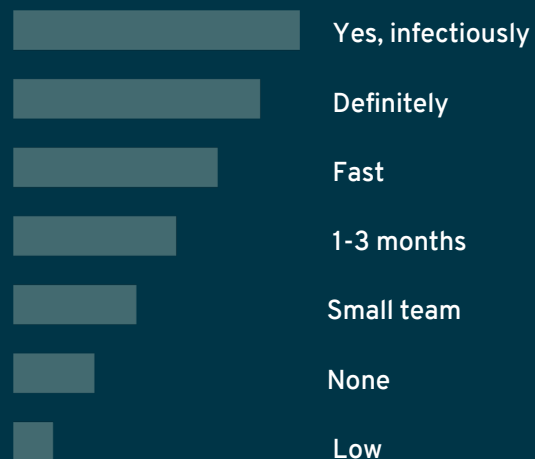
DEV LIFE CYCLE

PEOPLE NEEDED

INFRASTRUCTURE COST

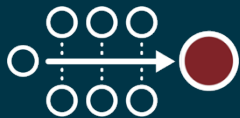
RISK

DEVOPS



BENEFITS OF MODERN BUSINESS PROCESSES

BRING CONSISTENCY, COLLABORATION, & BETTER DECISIONS



IMPROVED ORCHESTRATION

Between front-end web applications and back-end systems to increase efficiency and availability



INCREASED AUTOMATION

Centralize and control processes to make manual tasks and decisions consistent



ENABLED LOB

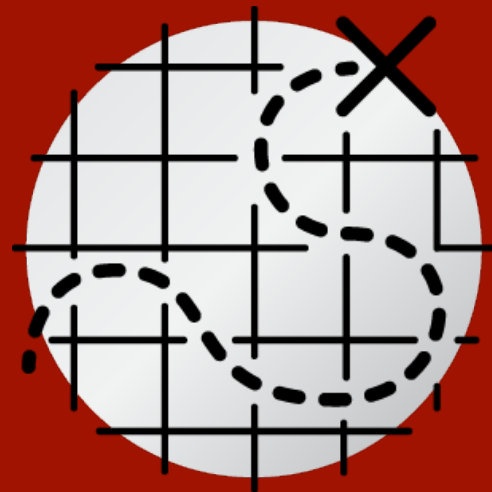
Let line of business (LoB) users participate in app development directly



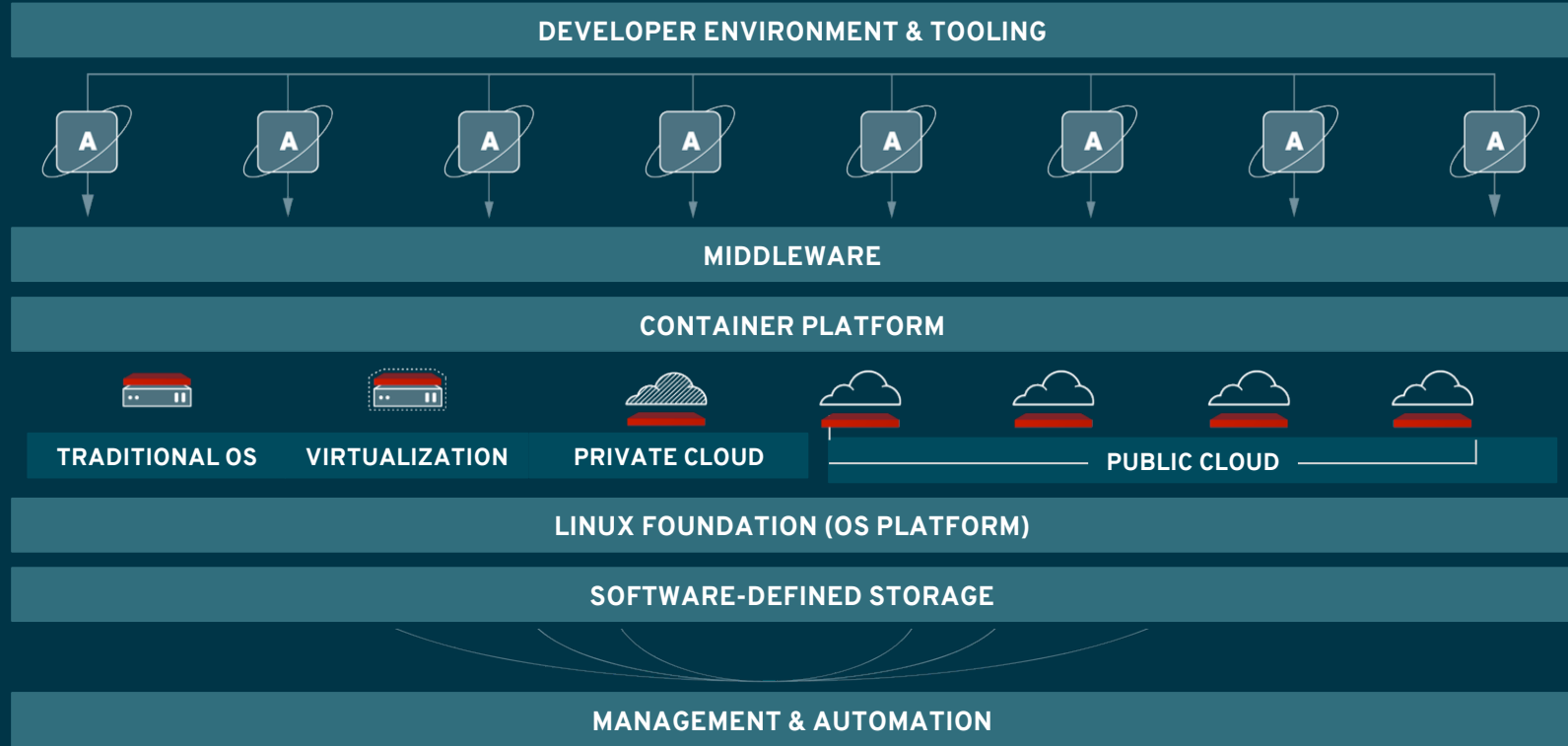
DEEPER ANALYSIS

Collect and analyze data so you can present business metrics and recommended actions

**TECHNOLOGY
TO TAKE YOU THERE**

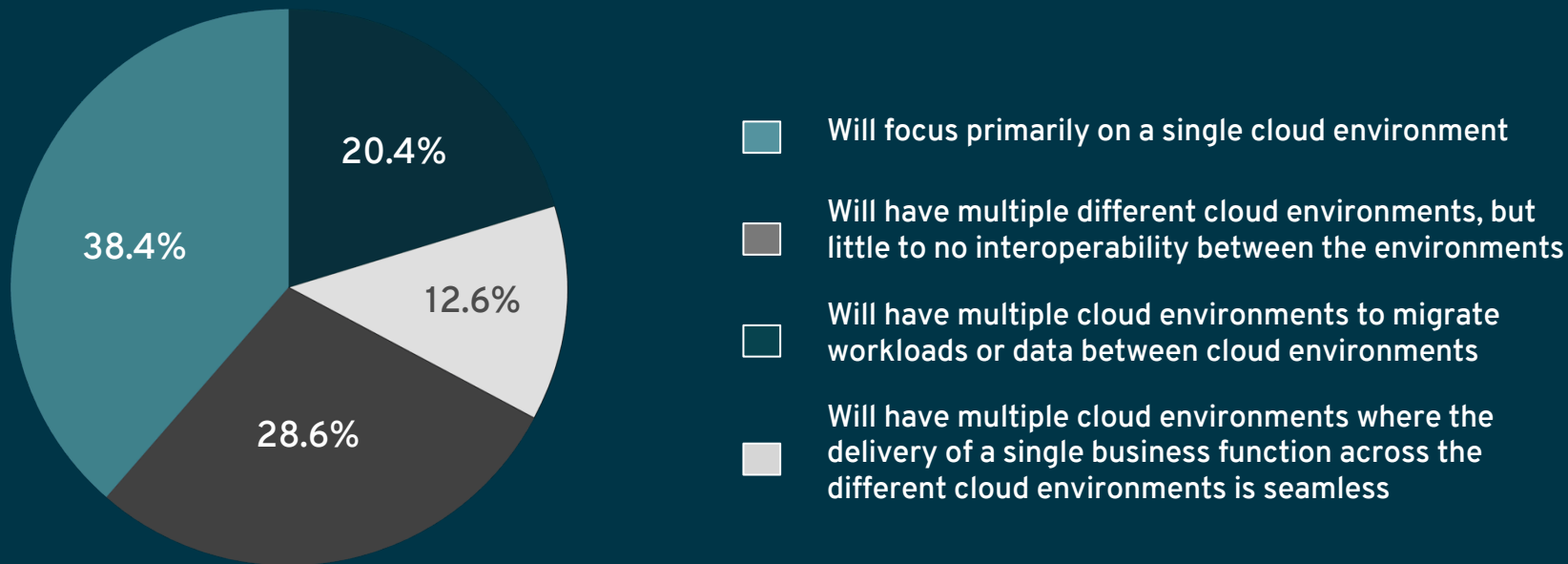


THE FUTURE IS HYBRID & MULTICLOUD



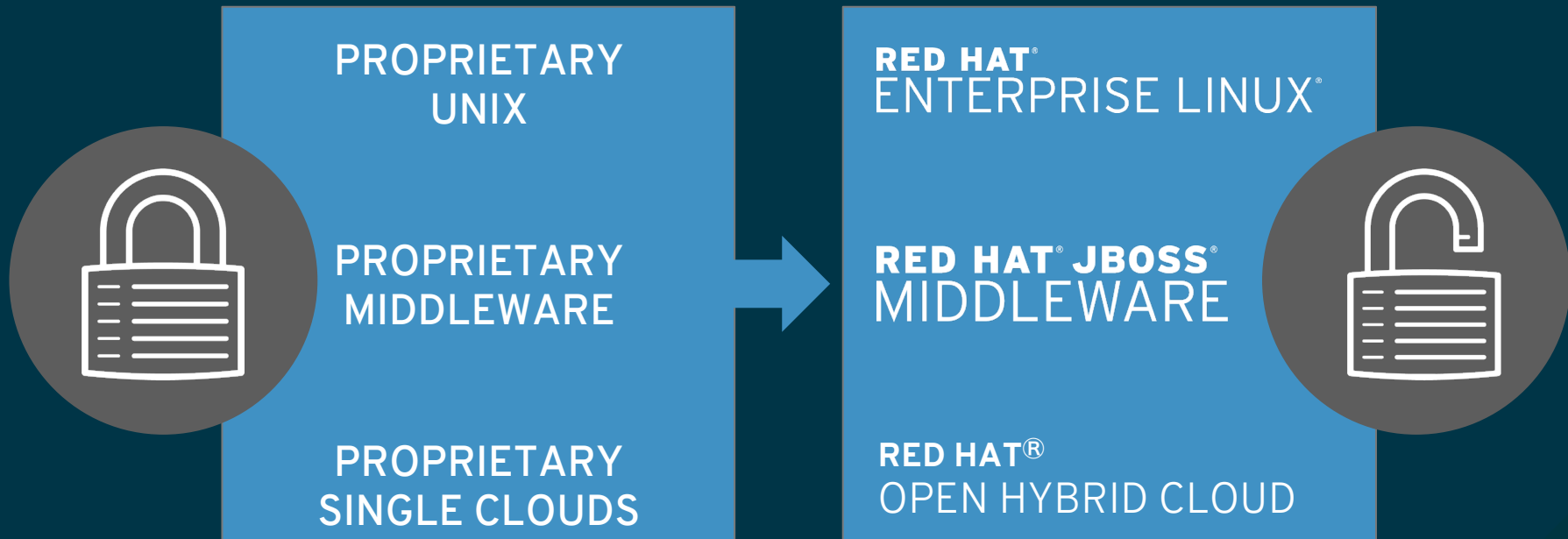
62% OF ORGS WILL BE MULTICLOUD

BUT INTEGRATION LEVELS VARY



Source: 451 Research Voice of the Enterprise, Cloud Transformation Q1 2017

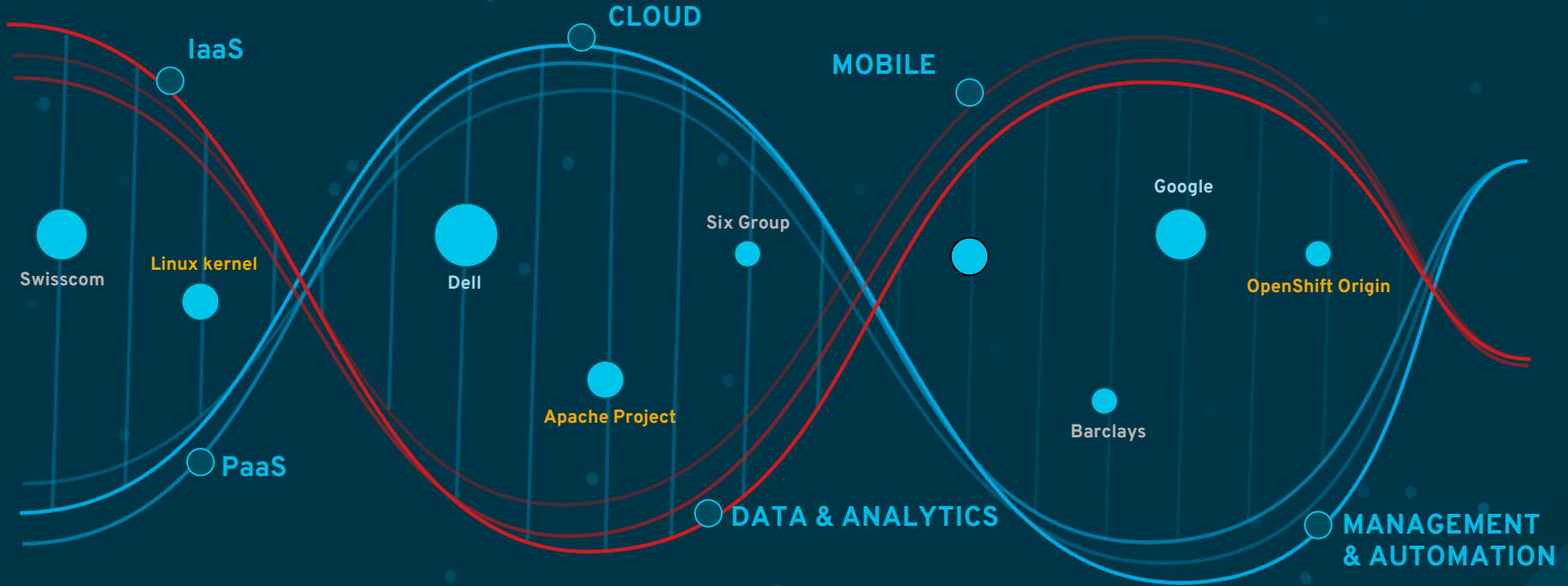
WE'VE MADE THIS MOVE TO OPEN BEFORE



WHY GO IT ALONE?

PARTNERS + COMMUNITIES + CUSTOMERS

BUILDING THE FUTURE OF TECHNOLOGY, TOGETHER



SIX GROUP DRIVES FORWARD DEVOPS STRATEGY

Bring products and functions to market faster without sacrificing quality

Improve performance, reliability, and stability while reducing administrative work and cutting costs

Modernizing IT infrastructure + implementing DevOps strategy

RED HAT®
ENTERPRISE LINUX®

RED HAT® JBOSS®
ENTERPRISE
APPLICATION PLATFORM

 **RED HAT®**
OPENSIFT
Container Platform



THANK YOU



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