Red Hat Site Reliability Engineering (SRE) services

The Red Hat SRE team works behind the scenes with some of the world's largest enterprises to manage, scale, and automate their Red Hat cloud services clusters, resulting in:

▸ More expedient development life cycles.

▸ Lower risk of downtime.

▸ Less time spent on routine tasks.

▸ More resources to devote to critical projects.

▸ Innovative automation benefits.

Overview

Most organizations would rather focus on delivering value to customers with innovative applications, not managing infrastructure and tools. They also want to explore how automation can help them change and adapt more efficiently.

As digital spaces evolve and technology advances, companies may face a choice over whether to allocate resources to creating new applications, or maintaining what they already have. With support from the Red Hat® Site Reliability Engineering (SRE) team, you can choose both.

Introducing the Red Hat SRE team

The Red Hat SRE team works with the world's largest enterprises to manage, scale, and automate their managed Red Hat OpenShift® clusters, and complementary Red Hat applications and data services so that they can focus on developing and reducing the time and costs needed to manage applications.

Made up of highly skilled developers with systems engineering mindsets, SREs work behind the scenes 24x7 proactively to manage tasks such as life cycling, scaling, security patching, and incident response.

Red Hat Cloud Services are managed and supported on each of the leading public clouds, including solutions with partners such as Amazon Web Services (AWS), Microsoft Azure, IBM Cloud, and Google Cloud Platform. The Red Hat SRE team applies this knowledge continuously from one cloud to another, a benefit that directly results from their frequent work with each cloud environment. This benefit is not something an organization or hyperscaler could readily do alone.

With 2.5 million hours of collective experience and work that spans across 60 countries, the Red Hat SRE team is more than a resource. They are a dedicated team of specialized professionals who apply their Red Hat OpenShift expertise and SRE best practices to benefit customers in three important ways.

Accelerate application delivery

The Red Hat SRE team creates automated, self-service tasks and self-healing capabilities that cover provisioning, scaling, configuration, and update scheduling, which accelerates DevOps delivery. Infrastructure is always available and always up to date. This approach allows development and data science teams to build infrastructure swiftly and to scale on demand, shortening development times and reducing friction between teams.

The Red Hat SRE team can help ease demands placed on in-house DevOps teams by deploying expertise that they and other cloud providers may not have access to, including:

▸ Breadth and depth of Red Hat OpenShift skills.

▸ Millions of hours of collective experience in SRE best practices.

▸ Ability to move effortlessly across public clouds.

▸ Authentic relationships with cloud providers and the open source community.

Focus on innovation

What makes cloud technology so interesting is its ability to deploy new applications like a service—able to run predictably in the background without the need for constant attention or problem solving.

The Red Hat SRE team works behind the scenes to take ownership of Red Hat OpenShift, ensuring it runs as predicted, and helping businesses get the most from automating their application delivery. Taking advantage of this experience, companies can reduce manual, repetitive tasks that provide little value. Instead, they can focus their DevOps teams on delivering high-value innovation, building strategic business applications, honing their core skills, trying new technologies, and pursuing revenue-generating activities.

Improve operational efficiency and reduce risk and costs

The Red Hat SRE team also provides ongoing management and security for your application platform, managed applications, and data services. The team's proactive monitoring and support, and its financially backed 99.95% SLA, can provide increased levels of security and stability that are difficult for any organization to match on their own.

These improvements to operational efficiency can help organizations reduce costs significantly, as one telecommunications company has learned. "With Red Hat OpenShift cloud services we can develop features about 30-40% quicker and with a 25% reduction in costs compared with a public cloud provider container offering."[1]

A day in the life of the SRE team

Responsible for building and implementing scalable automation for the observability and reliability of Red Hat Cloud Service solutions, the Red Hat SRE team works behind the scenes to deliver meaningful services to customers in three core areas.
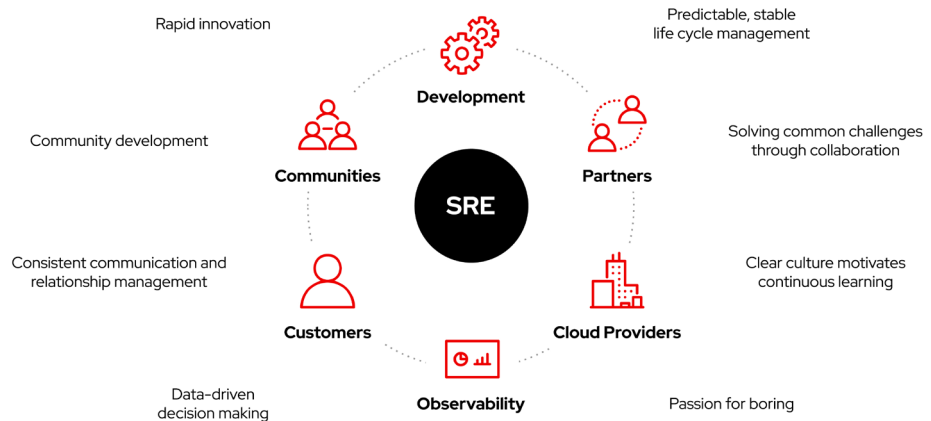
Table 1. Red Hat SRE team responsibilities

Team responsibility	What it means for customers
Building tools for self-service	▸ Ongoing management and monitoring of Red Hat OpenShift hosted environments. ▸ Regular availability of new features. ▸ Handling Day 1 operations, including building and deploying managed clusters.
Automating for scale	▸ The automation of everything, including upgrades, certificate management, capacity scaling, and more. ▸ More manageable risk through repeatability, improved user experiences and faster delivery.

1   IDC Thought Leadership White Paper, sponsored by Red Hat, "Enterprises Accelerate Agility with Cloud Services," Document #US48032421, August 2021.

Observability and reliability

▸ Handling Day 2 operations such as life cycle operations, monitoring, and patching.

▸ Ensuring proactive and reactive responses to-and-from customers, partners, cloud providers, and the upstream community.

Red Hat SREs take the necessary actions daily to connect teams and orchestrate events—both proactively and reactively—to make the customer experience as uncomplicated as possible.

A day in the life of a Red Hat SRE

Rapid innovation

Predictable, stable life cycle management

Development

Community development

Communities

SRE

Partners

Solving common challenges through collaboration

Consistent communication and relationship management

Customers

Cloud Providers

Clear culture motivates continuous learning

Data-driven decision making

Observability

Passion for boring

Get the expertise you need

Learn more about Red Hat Site Reliability Engineering, meet the team, and gain a better understanding of how Red Hat SREs can help you automate the deployment and management of Red Hat clusters, Red Hat applications, and data services.

Find out how Red Hat OpenShift Cloud Services can help reduce the cost and complexity of delivering cloud-native applications and optimize your hybrid cloud experience.

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.

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