# Red Hat Insights

**Reduce operational risk**
**and**
**proactively monitor deployments**

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Insights for RHEL
Red Hat, Inc.

# Why now?

- Infrastructures are too big to manually manage
- Down time costs too much to risk
- Troubleshooting has become increasingly difficult

80%

CMU research found that 80% of commercial application outages are caused by software failure and operational complexity, not hardware failure.

336 k/hr

A Gartner customer survey determined the median cost per hour of downtime for a production application for a large enterprise was $336K.

65%

65% of CompTIA customers thought they were significantly behind in training and capabilities needed to manage their next generation infrastructure.

# We cannot

## JUST THROW PEOPLE AT THE PROBLEM,

# We need

# TECHNOLOGY



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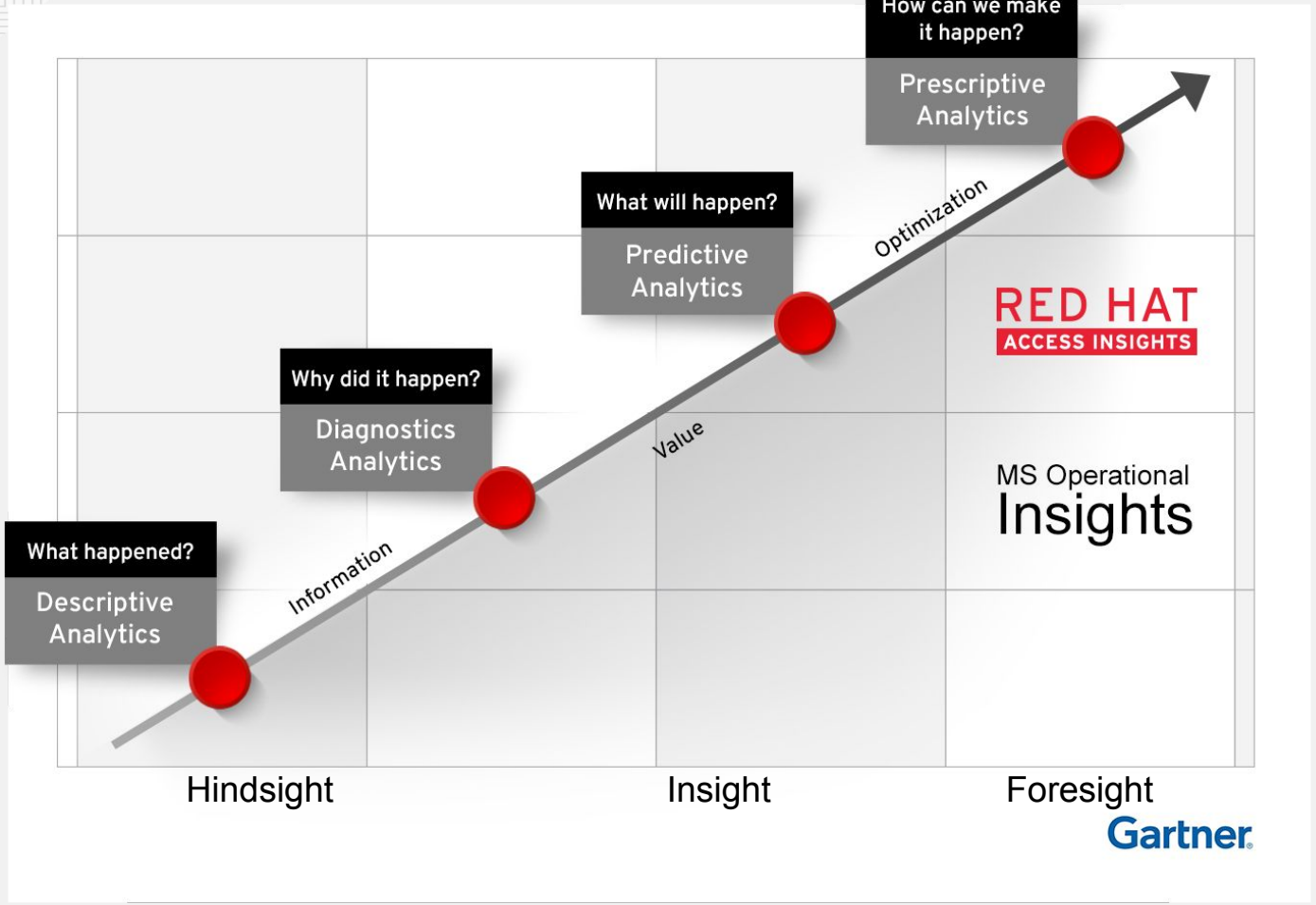
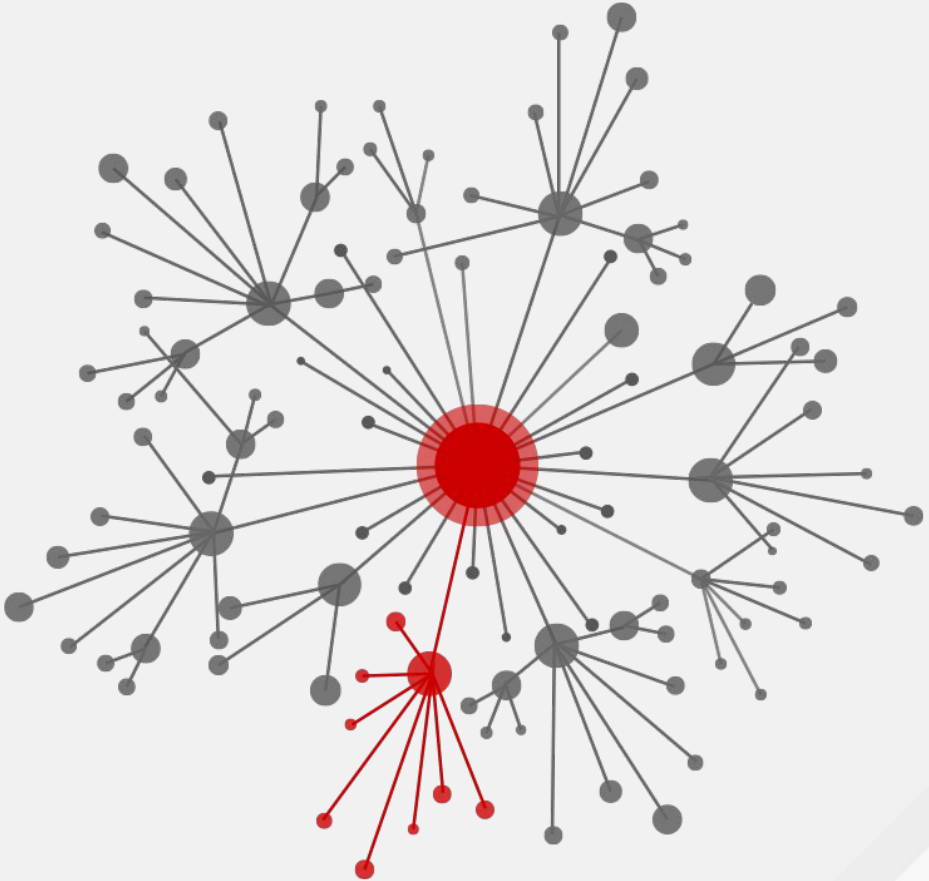

How can we make it happen?
Prescriptive Analytics
What will happen?
Predictive Analytics
Why did it happen?
Diagnostics Analytics
What happened?
Descriptive Analytics
Optimization
Value
Information
RED HAT
ACCESS INSIGHTS
MS Operational
Insights
Hindsight
Insight
Foresight
Gartner

- Discover
- Validate
- Automate





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# Why Insights?

**Knowledge centered experience powers Insights.**

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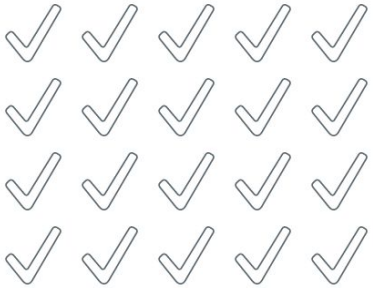
1,000,000 solved cases

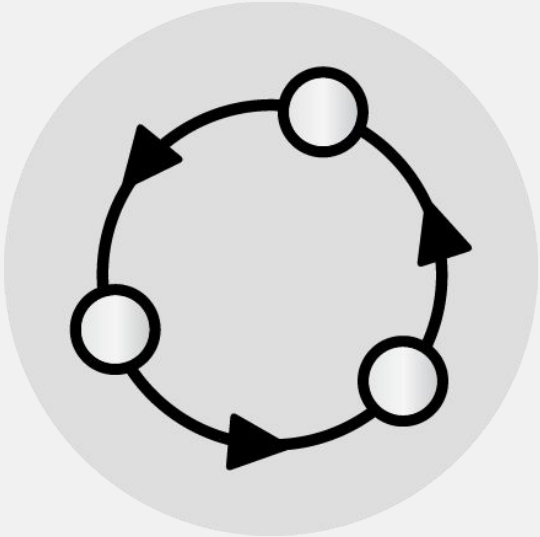


30,000 Unique Solutions

700 Engineers Globally

# Proactive system management

- Reduced downtime
- Less time researching
- Identify threats before they are threats





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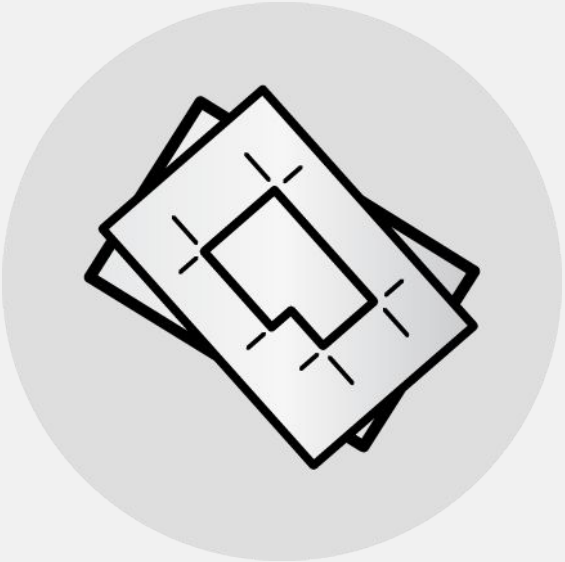
# Actions, made clear



- Identifies what's wrong and how to fix it
- Presents tailored resolution steps per host
- Delivers intelligence you can act on



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# Insights

# DEMO



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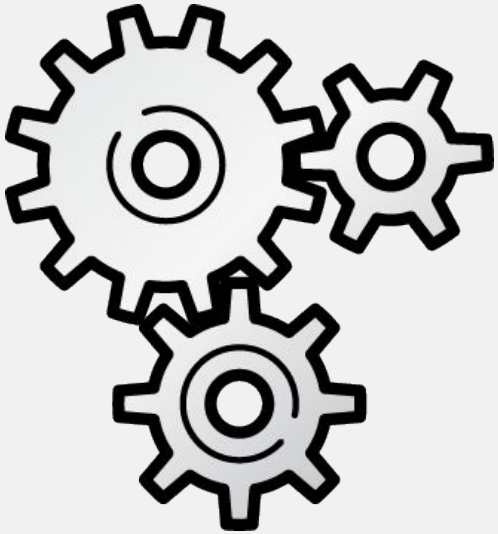
# Insights technology



- Statistically frequent critical issues targeted
- Hosted analysis model
- Integration with tools you already use (Satellite, CloudForms, Customer Portal)



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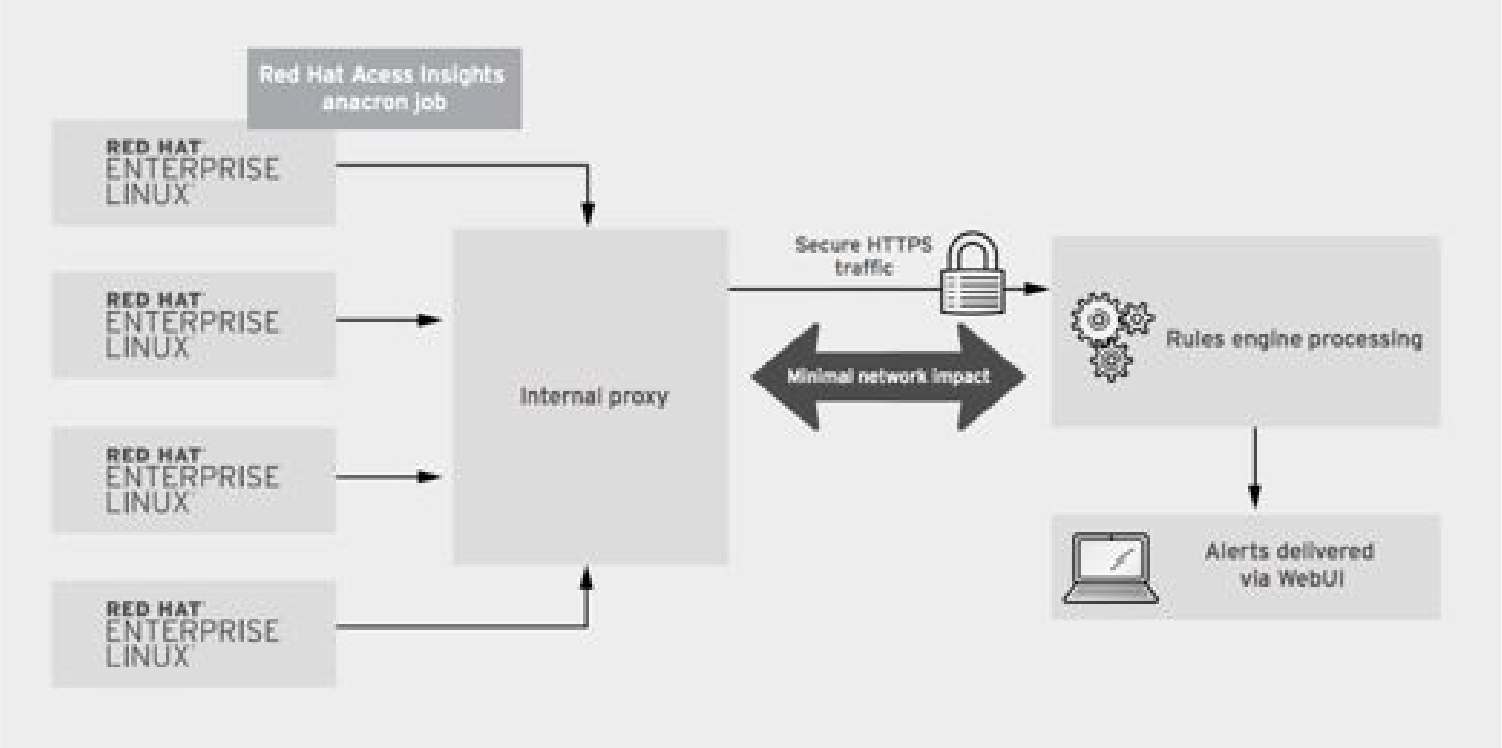
# Daily risk assessment



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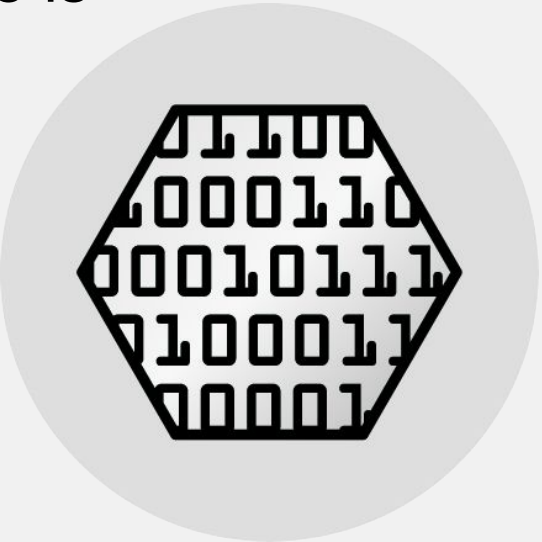
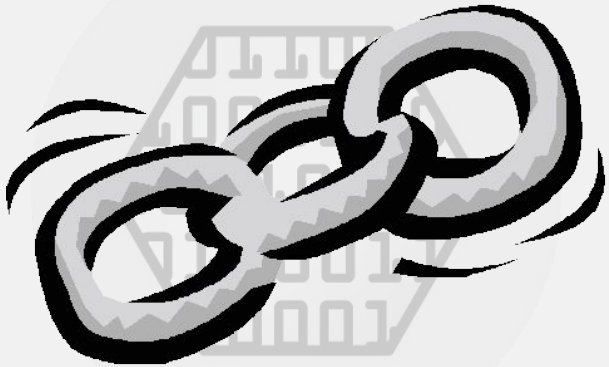
# Lightweight data collection

- <1% of data involved in a support case is collected
- Data collected daily or weekly
- Data collection scheduled during off-hours

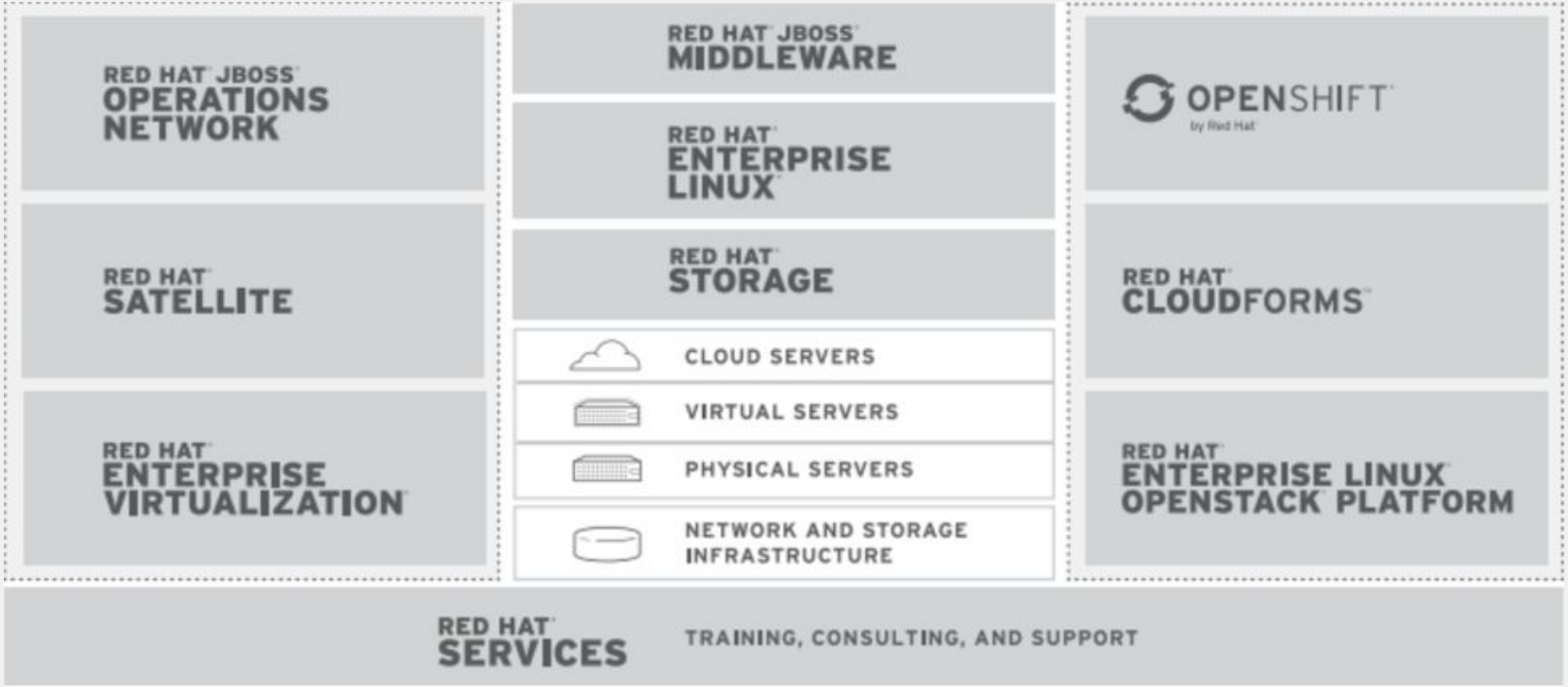


# Security comes standard

- Data encrypted in flight & at rest
- Security hardened codebase
- Minimal data retention



# Seamless integration



# Availability

- Red Hat Insights for Red Hat Enterprise Linux
  - Delivered via Customer Portal and Red Hat Satellite
  - Supported in Red Hat Enterprise Linux 6+
  - Availability announced at Summit 2015

- Red Hat Insights for Cloud
  - Delivered via Customer Portal and Red Hat CloudForms
  - Supported in Red Hat Cloud Infrastructure 6+
  - Early Adopter Program announced at Summit 2015

# Learn more

**For more information:**

- **Visit** http://access.redhat.com/insights
- **Contact** your Red Hat sales team to sign up for Red Hat Insights

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