



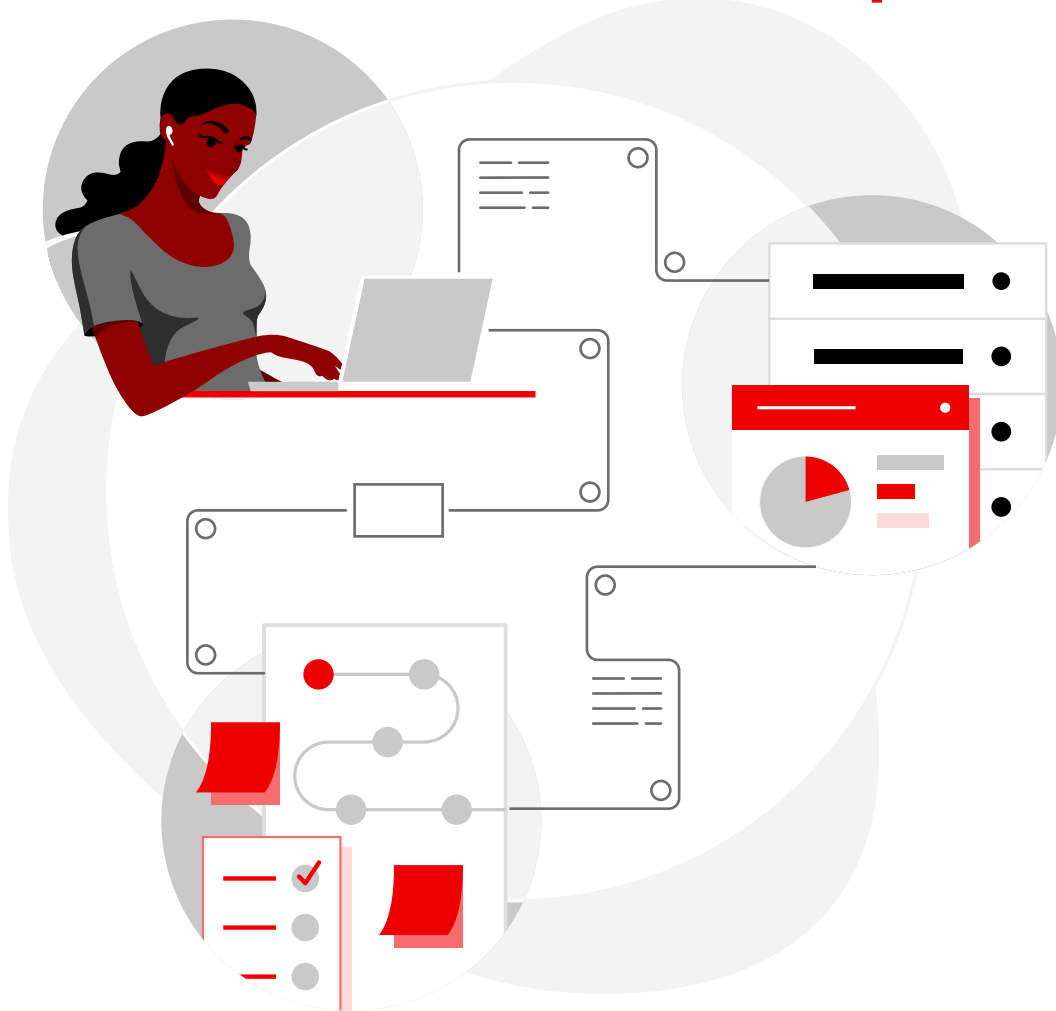
## Li9 Intelligent IT Automation

Li9 Technology Solutions is a Red Hat Advanced Build Partner with expertise architecting and implementing solutions that integrate Red Hat's Ansible Automation Platform with best-in-class solutions to create intelligent IT automation solutions.



info@Li9.com 855.832.4764 **Contact Li9**

# The automated enterprise



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# Modernize for a digital world

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## Change is upon us

The pace and scale of modern business innovation is increasing. Many industries are experiencing widespread disruption. Digitally connected customers demand more at a faster pace. New competition comes from outside of traditional market segments. These trends place competitive pressures on businesses.

## IT complexity can inhibit innovation

IT modernization is all about finding smarter ways to do business. However, IT operations teams manage ever-changing, complex IT architectures built on multiple platforms and complicated technology stacks. Many organizations struggle to deploy a modern infrastructure due to the maintenance cost and management complexity of their existing systems. Combined with the need to innovate at a faster pace, this complexity places a burden on IT operations teams. They are now asked to move more rapidly, manage increasingly complex IT environments, and accommodate new development approaches and technologies.

## Automation can help

No matter the complexity of your environment or where you are on your IT modernization journey, an IT operations automation strategy can help you improve existing processes. With automation, you can save time, increase quality, improve employee satisfaction, and reduce costs throughout your organization.

## Benefits of IT automation

IT automation can help your organization:

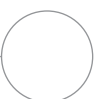
- Speed operations and development.
- Improve agility and responsiveness.
- Boost productivity and efficiency.
- Increase consistency and availability.
- Improve security and compliance.
- Focus on high-value, strategic initiatives.



of surveyed business executives say that adopting IT automation is **"extremely important"** to the future success of their organization.<sup>1</sup>

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<sup>1</sup> Harvard Business Review Analytic Services, sponsored by Red Hat. "Taking the lead on IT automation: IT leaders as evangelists for their automation strategies," Jan. 2022.



# Move business forward with IT automation

## What is automation?

Automation is the use of software to perform tasks in order to reduce cost, complexity, and errors. It is prevalent in IT systems and business decision software and can also be found in other industries like manufacturing, robotics, and vehicle control.

IT automation uses repeatable instructions to replace an IT professional's manual work. This could be a single task, groups of tasks, or even a complex orchestration of tasks. Its key purpose is to help overburdened staff regain control and shift their focus from tedious day-to-day matters to strategic initiatives. IT automation can help staff better perform their tasks and increase job satisfaction.

## What can you automate?

You can automate anything on a device or resource that you can configure yourself.

### Automate:

- Applications
- Clouds
- Edge
- Containers
- Infrastructure
- Network devices
- Servers and storage



### Accomplish:

- Security and compliance
- Configuration
- Deployment
- Delivery
- Orchestration
- Provisioning
- Scalability

## How can automation help?

Automation serves as a force multiplier for your teams, making work less complicated and more repeatable. You can address a variety of common IT challenges with automation:

- Errors, risks, and high costs associated with routine tasks and manual processes
- Difficulty performing operations at scale
- Slow time to value for applications and services
- Inefficient workflows and operations
- Trouble keeping pace with increasing changes, demand, and infrastructure size
- Lack of time to focus on high-value initiatives
- Disconnects between teams using multistep processes to solve common issues

## Automation is for everyone

Automation can help you mitigate key issues across roles.



**IT architects** need team-based solutions that work consistently and rapidly across technologies.



**CIOs** need to reduce costs and risks across infrastructure, network, and engineering organizations.



**Systems administrators** need tools that help them keep pace with increasing infrastructure scale.



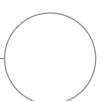
**Engineering directors** need to control all aspects of the delivery chain while maintaining compliance.



**DevOps practitioners** need a zero-downtime continuous integration and deployment platform.



**Security analysts** need efficient ways to evaluate events and streamline remediation processes.



# Transform your organization through enterprise-wide automation adoption

Many organizations already automate some number of IT operations in limited, disparate areas using inflexible, ad hoc scripts or proprietary, device-specific legacy tools. While these approaches may speed specific functions, they do not scale across diverse resources and can make it difficult to share automation expertise across the organization. Additionally, it is often difficult to update and extend these types of automation as technologies evolve and new requirements emerge.

An enterprise-wide approach can help you realize the full value of automation for modern, digital operations. Enterprise-wide automation allows your organization to manage complex environments more readily, gain visibility into your operations, and integrate new technology and processes more effectively. This supports increased business agility, innovation, and value.

## Enterprise-wide automation involves your people, processes, and platform

Automating across your organization requires more than just tools—you also need to consider your people, processes, and platform.

### Transformation requires automation

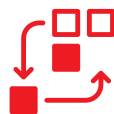
Deploying automation across your organization can help you transform to support modern, fast-changing, digital business. No other IT technology can impact all aspects of transformation:

- Maintenance and change management
- Skills and talent
- Standardization and scale
- Continuous delivery
- Operational complexity and costs



### People

People are at the core of any enterprise-wide initiative, and automation is no different. In order to adopt automation across your organization, all teams—including line of business, network, security, operations, development, and infrastructure—must be on board and participate.



### Processes

Processes move projects within your organization from start to finish. Clear processes for creating, deploying, managing, and adapting automation are essential for broad adoption and ongoing use.

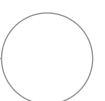


### Platform

An automation platform provides the capabilities for building, running, and managing your automation. In contrast to simple automation tools, an automation platform gives your organization a unified foundation for creating, deploying, and sharing consistent automation content and knowledge at scale.

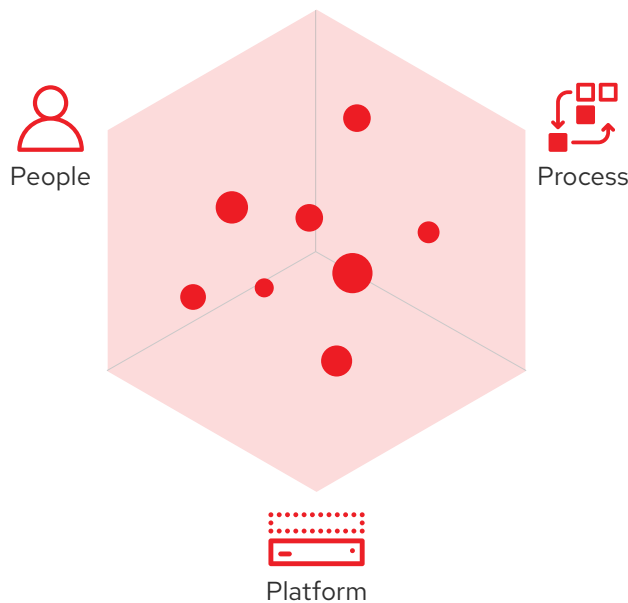


Explore **Red Hat® Ansible® Automation Platform: Beginner's guide** to help your organization solve enterprise IT challenges across hybrid cloud infrastructure.



# Success = people + processes + platform

Enterprise-wide automation relies on a combination of people, processes, and a platform. Each factor has a significant effect on your automation outcomes. Successful automation requires you to address each element.



## Automation tool or automation platform?

Though they may seem like the same thing, automation platforms and tools have contrasting characteristics that can be the difference between efficient enterprise-wide adoption and unorganized, disparate automation efforts.



**Tools** are effective only for individual and point automation. They do not provide the connection and management capabilities needed for enterprise-wide automation.



**Platforms** provide a unified foundation for multiple people to automate consistently. They deliver the means for efficiently managing and sharing automation content across an organization.

## Automation by the numbers

Ansible Automation Platform unites people and processes on a flexible foundation to deliver value across your organization:<sup>2</sup>

**667%**

five-year return on investment (ROI)

**10 months**

to payback

**\$1.9 million**

total new revenue gained per year

**76%**

reduction in unplanned downtime

**39%**

more applications developed per year

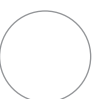
**30%**

more efficient IT security teams

**30%**

more efficient IT infrastructure management

<sup>2</sup> IDC White Paper, sponsored by Red Hat. "The business value of Red Hat Ansible Automation Platform," Document #US48678022, March 2022.



# Create a strategy for adopting automation across your organization

Enterprise-wide automation does not happen instantly, and automation is not an all-or-nothing proposition. You need a sustainable automation strategy to guide your journey. Building your strategy requires assessment, planning, and adaptation.



## Identify your business objectives

Connect automation efforts with business challenges and goals. This helps you identify where to automate and create top-down requirements for success. For example, you could automate patching to boost system security and stability and meet business needs for higher uptime.



## Encourage cross-team collaboration and coordination

Use incentives to promote collaboration across your organization. Coordination allows teams to create complete automation workflows that deliver more value. Working with others also helps to cultivate shared ownership and accountability for automation.



## Build trust throughout your organization

Build a centralized repository for trusted automation content. Each team should create automation content in their area of expertise and contribute it to the repository for use by other teams. Staff can include boundaries that allow others to use their content more confidently.



## Share knowledge and success

Create a core team of stakeholders—often called a community of practice (CoP) or center of excellence (CoE)—that share automation best practices, experiences, and accomplishments across your organization. These teams should also help others along their automation journey.



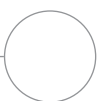
## Centralize your automation content

Choose an automation platform that provides a unified foundation for collaboration, tools, and content across your organization. Sharing tools and content in a single, trusted location allows teams to automate more efficiently and avoid duplicate efforts.

## Defining automation success

There is no single way to measure automation success—each team has unique characteristics and ambitions. Create realistic goals that align with your organization's current skills while encouraging teams to learn and expand their abilities. Examples of long-term automation success include:

- **Adoption** across your enterprise, from vision to execution, with an emphasis on simplicity and shared knowledge.
- **Accountability** with each staff member taking responsibility for their individual goals.
- **Governance** through prescriptive processes that accomplish automation goals and produce repeatable results.
- **Security** with a simplified pipeline, repeatable and reusable practices, proactive vulnerability resolution, and automated investigation and response to incidents.
- **Standards** that provide the foundation and extensibility needed to achieve organizational and team goals.



# Start your journey to automation success

Once you have your automation strategy defined, it's time to get started. Start small, show value, expand conservatively, and repeat. Work to accomplish incremental successes over short periods of time. For each win, promote the value of automation and share your experience across your organization. This establishes a base for others to build upon your experiences and deliver even more value.

## Identify and celebrate success

Successful automation delivers measurable business value by moving your organization from operational efficiency to organizational effectiveness. Save time and free staff to focus on strategic work. Increase productivity and employee satisfaction. Improve the quality of infrastructure, applications, and products. Reduce costs and overcome complexity.

The specifics of automation success will look different for each organization, but there are common themes:

- Multiple teams within your organization create and share automation content in a consistent, standardized manner.
- Teams can manage their resources more effectively with their existing staffing level.
- Expertise across your organization is codified in your automation library.

## Prerequisites for starting your automation journey

Before you begin automating, prepare your organization for success with the following steps.

### Where can you start automating?

Common places to start your automation journey include:

1. Read-only tasks.
2. Inventory creation.
3. Tedious manual tasks.
4. Frequently requested tasks.



### Understand your inventory

How are your IT assets organized and managed? Identify which assets you have, how they are configured, and how you will keep track of them over time.



### Define a source control repository

How will you track changes to your automation content? Create consistent, security-focused methods for recording and controlling changes to your assets.



### Train your staff

Does your staff have the skills they need to automate successfully? **Train staff** on concepts like source control, testing protocols, and best practices.





## Use case

# Infrastructure automation

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Most IT organizations face growing infrastructure size and complexity. Teams are managing a mix of operating systems, databases, storage, IT service management (ITSM) platforms, and more. With limited time and staff, IT teams often struggle to keep pace with this growth, resulting in delayed updates, patching, and resource delivery. Applying automation to common management tasks—like provisioning, configuring, deploying, and decommissioning—simplifies operations at scale, allowing you to regain control over and visibility into your infrastructure.



### Manage IT infrastructure configurations

Your IT environment contains a variety of hardware and software. Consistently managing all of these by hand can lead to lost productivity, higher maintenance costs, and the inability to meet strict service-level agreements (SLAs).

#### How can automation help?

Automation gives you predictable and repeatable processes for managing configurations performing tasks across systems to improve consistency, speed changes, and increase uptime.

#### Automation in action

The **British Army Information Application Services (IAS) Branch** used automation to simplify infrastructure management, deploy changes faster and more efficiently, and reduce manual errors and unplanned downtime.



**75%** less time to deliver infrastructure changes



### Maintain more systems with your existing staff

IT teams do not usually grow in size at the same pace as the infrastructure they manage. Teams often struggle to maintain increasing responsibilities with their existing staffing levels.

#### How can automation help?

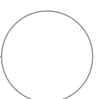
Automation helps teams manage large, complex IT infrastructures with their current staff. It can free your staff from tedious, time-consuming tasks and allow them to focus on more rewarding and strategic projects.

#### Automation in action

**Cepsa** automated their deployment of SAP S/4HANA®, then transformed their entire business culture with expert automation guidance and best practices.



**More than 6,000** work hours saved through automation



## Use case

# Network automation

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Even as underlying technologies have evolved, network management has remained largely the same. Networks are typically built, operated, and maintained by hand. However, traditional, manual approaches to network configuration and updates are too slow and error-prone to effectively support the needs of rapidly shifting workload requirements. Automating network resource and service management allows network operations teams to become more agile and flexible and effectively support modern business demands.



### Ensure network configuration consistency

Manual network configuration can result in inconsistencies, misconfigurations, and network instabilities, making it difficult to deliver the high level of service needed for digital business operations.

#### How can automation help?

Automation helps you standardize network management processes to enforce best practices. Network operations teams can promptly and efficiently deliver services at scale and reduce mean time to recovery (MTTR) for service interruptions.

#### Automation in action

**Swisscom** automated management of around 15,000 network and IT components to shift focus to more valuable development projects and accelerate response times for resource requests.



**3,000** hours saved on manual tasks (anticipated)



### Streamline application load balancing and failover

Application loads must be balanced across infrastructure to optimize performance and costs. Manually balancing loads can lead to poor application performance and delay failover when system problems arise.

#### How can automation help?

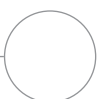
Automating your load balancers eliminates the need for manual intervention, permitting faster ongoing adjustments and failover for improved application performance and reliability.

#### Automation in action

**Surescripts** automated IT processes and failover operations to speed network appliance and server deployment, issue resolution, and launch of new applications to customers.



**2** hours per service saved during failover incidents



# Security automation

As both infrastructure and networks grow in size and complexity, it becomes increasingly difficult to manually manage security and compliance. Manual operations can result in slower detection and remediation of issues, errors in resource configuration, and inconsistent policy application, leaving your systems vulnerable to compliance issues and attack. Automation can help you streamline daily operations as well as integrate security into processes, applications, and infrastructure from the start. In fact, fully deploying security automation and artificial intelligence (AI) can reduce the average cost of a breach by 65.2%, but only 31% of organizations have done so.<sup>3</sup>



## Threat hunting

45% of security professionals use more than 20 tools when investigating and responding to a cybersecurity incident.<sup>4</sup> This can be a big problem for the identification of cybersecurity threats. Manual processes can delay threat identification in complex IT environments, leaving your business vulnerable.

### How can automation help?

Applying automation to your security processes can help you identify, validate, and escalate threats faster without manual intervention.

### Automation in action

The security team at **Emory University** was notified of a security vulnerability that needed to be remediated right away. They used the Ansible Automation Platform to remediate a patch across 500 Red Hat Enterprise Linux® servers.



EMORY  
UNIVERSITY

**4** hours to patch 500 servers  
for a security vulnerability



## Security incident response

Detecting and containing security breaches within 200 days or less can reduce the average cost of a breach by US\$1.12 million.<sup>3</sup> However, remediation across multiple platforms and tools can be complicated, time-consuming, and error-prone when performed manually.

### How can automation help?

Security teams can use automation to connect tools and rapidly apply remediation to affected systems across your environment concurrently and respond to incidents faster.

### Automation in action

As an established leader in privileged access management and identity security capabilities, **CyberArk** partnered to build Red Hat certified integrations, which offer end-to-end security for Red Hat OpenShift® and Ansible Automation Platform.



CYBERARK®

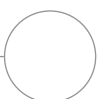
More than

**10**

integrations to enhance security and  
protect automation environments

<sup>3</sup> IBM Security. "Cost of a Data Breach Report 2022," July 2022.

<sup>4</sup> IBM Security. "Cyber Resilient Organization Study 2021," Oct. 2021.



## Use case

# DevOps automation

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DevOps brings development and operations teams together to move ideas and projects from development to production faster and more efficiently. This involves more frequent changes to code and more dynamic infrastructure use. Traditional, manual management strategies cannot keep up with this increased demand. Automation helps you accelerate your processes, continuously scale environments, and build continuous integration and continuous deployment (CI/CD) workflows to support fast, agile application and service development and launch.



### Provision environments

DevOps environments encompass a variety of technologies. Provisioning and deploying changes to these complex environments can be time-consuming and requires expert knowledge for each component.

#### How can automation help?

Applying Infrastructure-as-Code (IaC) approaches with automation allows your IT team to provide self-service capabilities and rapidly deliver preapproved resources and configurations without manual intervention.

#### Automation in action

The **City and County of Denver, Colorado**, automated provisioning, application deployment, and configuration management for its Microsoft Teams deployment to support more than 15,000 employees working from home.



**514%** increase in Microsoft Teams use supported



### Accelerate development

Developers require IT resources to create, test, and deploy new applications and services. Manual IT operations can delay resource and service delivery and impede proof-of-concept performance, ultimately resulting in slower development.

#### How can automation help?

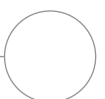
Combining application programming interface (API)-centric design with automation lets your IT team deliver resources faster, supporting rapid proofs of concept, development, testing, and deployment into production.

#### Automation in action

**Elo Serviços S.A.** automated its IT environment to deploy, manage, and update its customer service and applications faster and stay ahead of traditional and fintech competition.



More than  
**97%** faster service time to market



## Use case

# Hybrid and multicloud automation

Hybrid and multicloud environments add an additional layer of complexity to infrastructure, network, application, and user administration. IT teams need to manage both on-site and cloud-based environments, often using specialized management tools for each. As a result, it can be nearly impossible to effectively maintain, track, scale, and safely manage resources and applications by hand. Automation can unite hybrid and multicloud management under a single set of processes and policies to improve consistency, scalability, and speed.



### Scale multicloud environments

Each cloud provider offers specific tools for operating and managing their own cloud resources. These tools rarely interoperate directly with each other, requiring IT teams to provision, administer, and maintain each cloud differently.

#### How can automation help?

Automation can help you manage multicloud environments more consistently. You can create automation assets that codify resources across all of your clouds and offer a single API for a given operation, regardless of the cloud involved.

#### Automation in action

**Datacom** transformed its service offerings with automation, streamlining internal operations and providing customers a flexible, swift, and efficient platform that can adapt over time.



**20%** higher operational efficiency



### Integrate private cloud environments

Hybrid cloud environments combine both on-site and cloud platforms, resources, and tools. This variety can make it difficult for IT teams to integrate and support both infrastructures consistently.

#### How can automation help?

A flexible automation platform lets you apply the same automation code to existing on-site systems, current cloud resources, and future assets, ensuring consistency and providing a layer of operational integration.

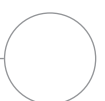
#### Automation in action

**AIA Group** migrated 90% of its workloads to the cloud using Ansible Automation Platform to eliminate manual processes while improving security and compliance.



HEALTHIER, LONGER,  
BETTER LIVES

**18** months to migrate 50% of IT infrastructure to the cloud



## Use case

# Automation at the edge

Edge solutions will prompt the next wave of innovation as organizations execute digital transformation initiatives. Whether to automate operations, deliver rich customer experiences, or introduce new business models, edge solutions hold many benefits for enterprises.<sup>5</sup> Organizations are doing more at the edge of the network, closer to where data is generated, services are used, and end-users interact with systems and devices.

Automation at the edge helps organizations respond to business needs by automating processes to discover, decide, and take action. Ansible Automation Platform uses containerization to distribute and run automation across environments. This design makes running automation in environments with limited resources possible—letting you automate better at the edge.

Automation at the edge can help your organization:



### Increase scalability.

Apply configurations consistently across your infrastructure and scale edge devices more quickly.



### Boost agility.

Adapt to changing customer demands using edge resources only as needed.



### Focus on security and safety.

Run updates, patches, and required maintenance automatically without sending a technician to the site.



### Reduce downtime.

Simplify network management, reduce network failure, and boost your bottom line.

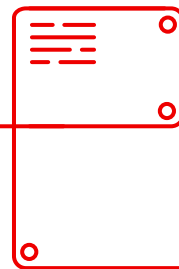


### Improve efficiency.

Increase performance and reduce human error with automated analysis, monitoring, and alerting.



Discover more about how automation at the edge can help different industries



<sup>5</sup> IDC Spotlight, sponsored by Red Hat. "Automating the Last Mile: Ensuring Consistency and Scalability at the Edge," Doc #US49051022, May 2022..



# Ensure success with Red Hat Consulting

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Red Hat Consulting can help you automate your enterprise more efficiently and in less time. Our experts will provide you with a framework for managing an organization-wide automation adoption journey. Red Hat Consulting works with you on all stages of automation adoption, from introducing techniques and technology, to aligning teams on standard practices, to orchestrating powerful workflows aligned to your evolving business objectives.

## Steps for automation success

- 1 Discover your quick-win opportunities**  
Define an overarching strategy to identify organizational objectives and address process, tooling, and skill gaps with measurable outcomes. Select a single process or area to automate and showcase.
- 2 Build a pilot that gets noticed**  
Automate and deploy into production an initial set of workflows, managed by a select team using Ansible Automation Platform. Use your pilot to demonstrate meaningful impact for your business and IT.
- 3 Integrate your initial success**  
Based on your experience with your pilot, integrate a set of standardized workflows with additional operational or business support systems for increased oversight, orchestration, or other benefits.
- 4 Accelerate your automation adoption**  
Create a center of excellence (CoE) or community of practice (CoP), based on your adoption core team, to guide other teams in applying standardized automation approaches across projects and processes.
- 5 Optimize and move toward an automation-first culture**  
Continually evaluate your automation practices and rapidly launch, combine, and enhance workflows and orchestrations to meet changing requirements as your organization introduces new technologies and solutions.

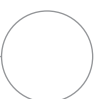


"The project was complex, and any mistakes would have been costly. If we were going to invest in a new approach, we needed to ensure our teams were given the right knowledge and skills to support it. Red Hat Consulting was a great partner in our learning."<sup>6</sup>

Pierre-François Liozon  
Unix Team Head, Crédit Agricole Group Infrastructure Platform (CA-GIP)

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<sup>6</sup> Red Hat case study: "Crédit Agricole Group Infrastructure Platform (CA-GIP) scales automation with Red Hat," May 2022.



# A platform for the entire automation team

Automating at scale requires a top-down strategy that includes investments in time, technology, and people. Make the most of that investment—and stay ahead of the competition—with Ansible Automation Platform. It will help your organization operate more efficiently, reduce costs, and free up create more time for innovation.

Ansible Automation Platform helps organizations adopt a culture of collaborative automation by delivering a consistent experience everywhere, based on features tailored to the needs of the entire IT team.

## With Ansible Automation Platform:



**IT managers and architects** can more readily expand automation across their enterprise, while managing policies and governance with the automation services catalog. They can also plan, measure, and track automation performance with automation analytics and Red Hat Insights.



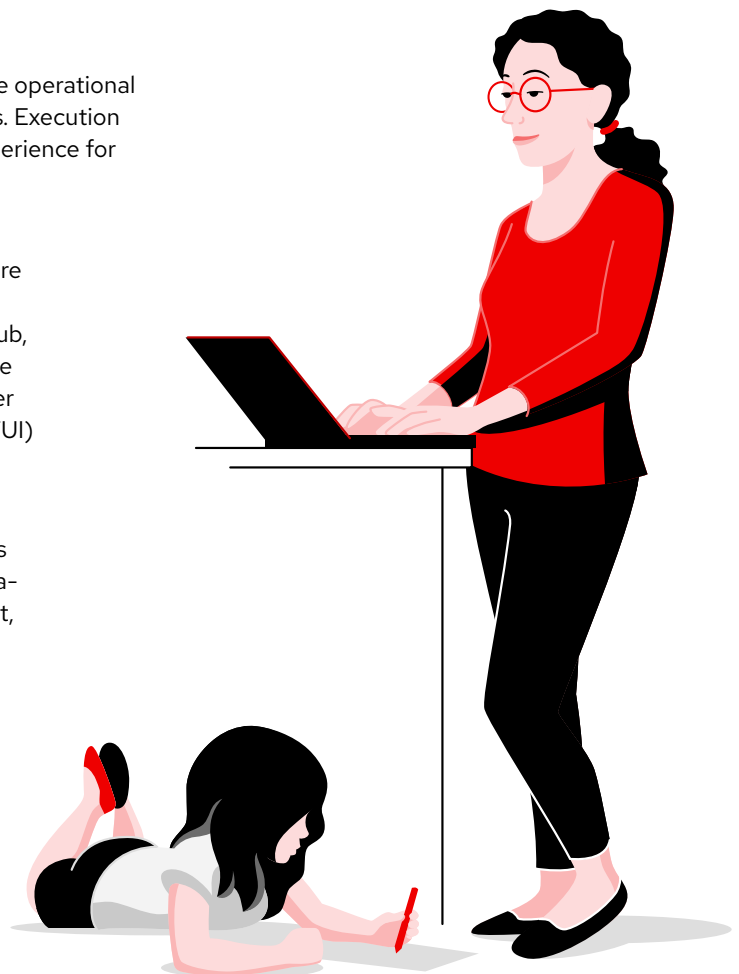
**Developers** retain the freedom to build, without the operational overhead of maintaining many tools and frameworks. Execution environments deliver a consistent container-like experience for building, managing, and scaling automation.



**Administrators and operators** can manage and share automation projects more efficiently using powerful tools in the automation controller and automation hub, including a common language and broadly accessible mix of command line interfaces (CLIs), graphical user interfaces (GUIs), and text-based user interfaces (TUI) across endpoints.



**Your organization** can tackle automation challenges from network and security automation, to cloud infrastructure provisioning, to configuration management, to CI/CD, containers, and beyond.





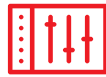
# Move your business forward with Ansible Automation Platform

A foundation for building and operating automation services at scale, **Ansible Automation Platform** delivers all the tools and features you need to implement enterprise-wide automation. It is engineered to help you **create**, **manage**, and **scale** your automation workloads. It offers a flexible, stable, and security-focused foundation for deploying end-to-end automation solutions—from IT processes, to hybrid cloud, to edge locations.



## Create

Get started in less time by accessing Ansible's massive open source community and prebuilt Ansible roles, plugins, and modules. Codify your infrastructure and share automation assets across teams and individuals to deploy and manage infrastructure on-site or in a cloud environment.



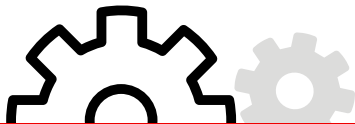
## Manage

Standardize how automation is deployed, initiated, delegated, and audited. With the new automation controller (formerly Ansible Tower), users from multiple teams can reliably and consistently scale automation on demand, taking a systematic approach to standardizing automation practices—while helping to reduce automation irregularities across your enterprise.

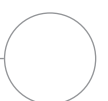


## Scale

Transfer your automation to multiple domains and across different use cases. Stakeholders in developer, operator, and line-of-business teams can engage with automation in ways that work best for them and make sense for their individual roles without slowing development time.



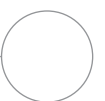
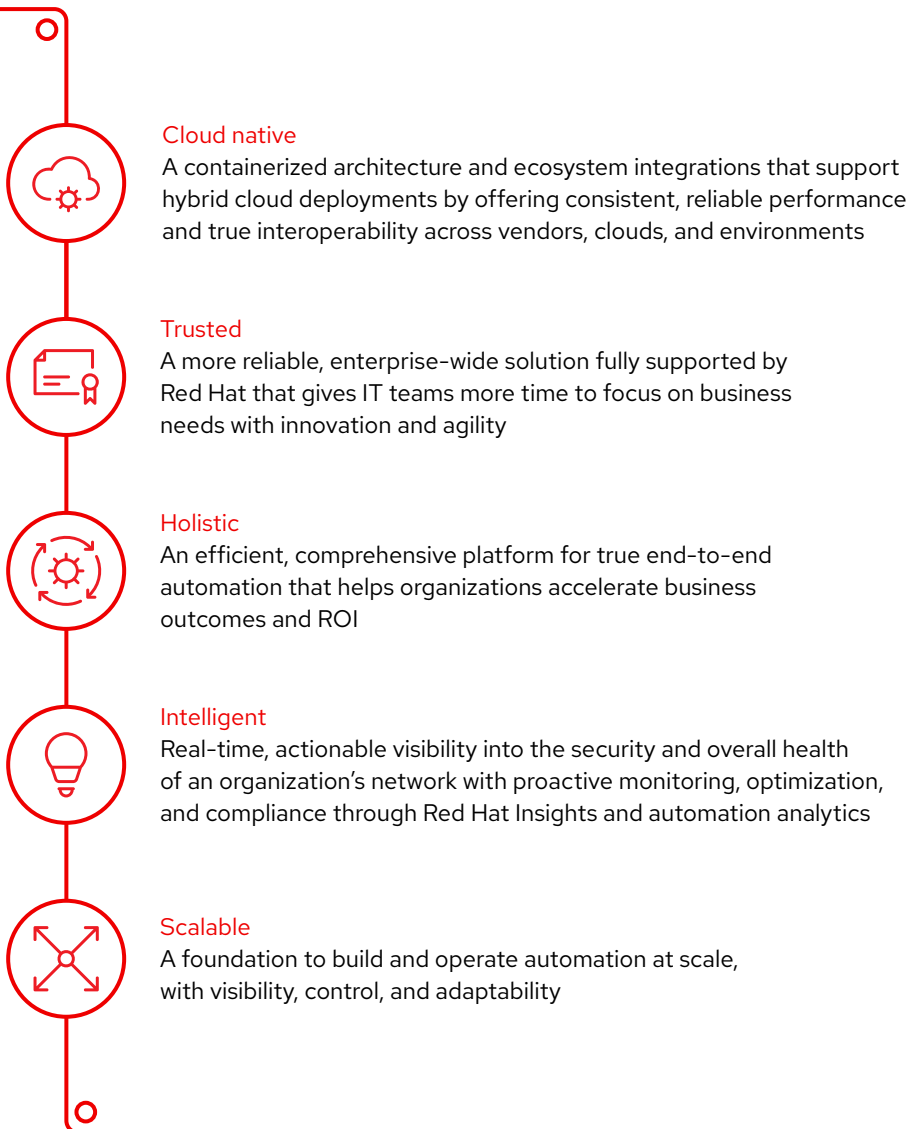
No matter where you are in your automation journey, Ansible Automation Platform can help you increase agility, improve productivity, and get to market faster.



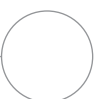
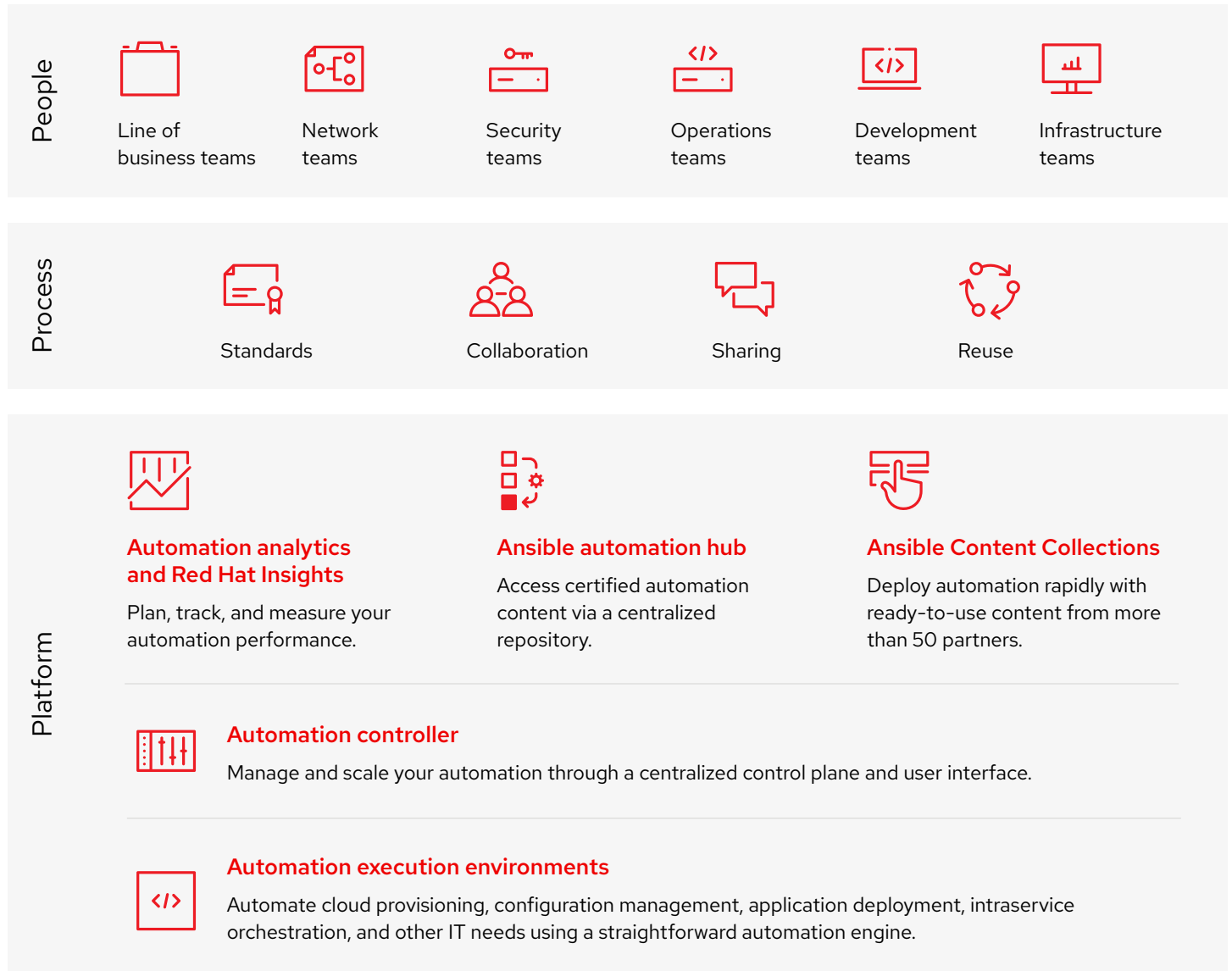
# Ansible Automation Platform

Everything you need to deploy automation across your organization

Ansible Automation Platform makes it possible for users across an organization to share, vet, and manage automation content by means of a simple, powerful, and agentless technical implementation. IT managers can provide guidelines on how automation is applied to individual teams. Meanwhile, automation creators retain the freedom to write tasks that use existing knowledge, without the operational overhead of conforming to complex tools and frameworks. It is a more reliable and stable foundation for deploying end-to-end automation solutions, from a hybrid cloud to the edge of your infrastructure.



Ansible Automation Platform brings together people, processes, and a platform to help you deploy enterprise-wide automation.



## Customer success highlight

# Blue Cross and Blue Shield of North Carolina

Improve efficiencies, cost savings with Red Hat automation and container technologies

### Challenge

To achieve its vision of making healthcare simpler and more affordable for customers, health insurer Blue Cross and Blue Shield of North Carolina needed to change its delivery model. In order to shift to a more responsive IT environment, Blue Cross NC sought a platform-agnostic solution with automation capabilities in a public cloud application that also could help improve visibility and reduce costs. The health insurer was using a costly third-party managed services provider that often took weeks to provision a single virtual machine. Additionally, employees were handling various repetitive tasks instead of working on more dynamic, innovative projects.

### Solution

Through an engagement with Red Hat Open Innovation Labs, Blue Cross NC built its in-house IT environment on Red Hat OpenShift running on Red Hat Enterprise Linux. With help from a Red Hat Technical Account Manager, Red Hat Consulting, and Red Hat Training, the organization replaced its managed service provider with in-house IT talent, migrated 100+ services and 250+ applications to a container-based platform, and deployed 200,000+ human-readable Ansible Automation Platform Playbooks in just two years.



"In the first two years alone, we executed 200,000 Ansible Playbooks and saved an estimated 70,000 hours of work."

**Petar Bojovic**

Director of Technology Infrastructure, Blue Cross and Blue Shield of North Carolina



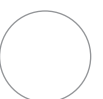
Created in-house IT team to replace costly externally managed service



Saved 70,000 work hours by automating virtual machine provisioning



Established organization-wide focus on agility



## Customer success highlight

# AIA Group

## Accelerate cloud migration with automated IT provisioning

### Challenge

With a presence in 18 markets across the Asia Pacific region, AIA Group needed to modernize its approach by migrating 90% of its business workloads to the cloud. Migrating to the cloud was fundamental to scaling the business in the face of new demands, including the COVID-19 pandemic. AIA decided that the cloud should underpin the organization's goal of creating compelling propositions, providing faster distribution, and improving customer experiences.

### Solution

With a focus to adhere to prevailing information security, architecture, design, and operations standards across its group activities, AIA decided to standardize on Ansible Automation Platform. The agentless technology was ideal for handling complex deployments and repetitive tasks. Easy-to-understand Ansible Playbooks allow teams across the organization to share, evaluate, and manage automation content. Working closely with Red Hat Consulting, AIA implemented the platform, which included setting up integration with its ServiceNow request tool and building several self-service catalogs.

Although the implementation was complex, support from Red Hat, ServiceNow, and AIA's security vendor helped ensure everything was successfully integrated across the organization in just two months.



"It is essentially a provision-on-demand model, which is quick, simple, and removes the angst people had associated with the previous manual processes. That enables us to get infrastructure out of the way so users can kick off new projects without delay."

**Vikas Bhandari**

Director, Group Engineering and Delivery, Cloud and Infrastructure, AIA



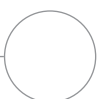
Reduced service provisioning time  
from 90 days to 1 hour



Improved development security and  
compliance while sourcing new ideas



Migrated 50% of IT infrastructure  
to the cloud in just 18 months



## Customer success highlight

# Cepsa

## Improve operational efficiency with automation

### Challenge

Cepsa is a leading international company, with operations on five continents, committed to sustainable mobility and energy with strong technical expertise after more than 90 years of activity. It also has a global chemicals business with world-leading positions and a progressive green plan. They needed to increase efficiency and stay compliant while reducing costs, risk, and downtime.

### Solution

To achieve this goal, Cepsa began automating processes to save work hours, improve service response times, enhance IT security, and transform organizational culture. Working in close collaboration with Red Hat Consulting, the company established automation as a core pillar of its innovation strategy, led by an automation manager. As a result, Cepsa increased productivity by 35% and increased response times by 10–15%.



“Red Hat has helped us make automation the center of our digital transformation efforts.”

Francisco José Martín Pérez  
Automation Manager, Department of Exploitation and Operation, Cepsa



Saved more than 6,000 work hours with central automation approach



Enhanced service levels with 10–15% faster IT response times



Transformed business culture with expert automation guidance

