

eww ITandTEL BUILDS HIGH-PERFORMANCE PLATFORM-AS-A-SERVICE ENVIRONMENT WITH RED HAT



SOFTWARE AND SERVICES

Red Hat® OpenShift Container Platform (formerly OpenShift Enterprise by Red Hat)

Red Hat CloudForms

Red Hat Satellite

Red Hat Enterprise Linux®

Red Hat Consulting

eww ITandTEL, one of Austria's leading network operators and IT service providers, wanted to improve and expand its cloud-based services for businesses. To accomplish this goal, the service provider sought to create an automated, scalable Platform-as-a-Service (PaaS) environment. With help from Red Hat Consulting, eww ITandTEL deployed Red Hat OpenShift Container Platform, Red Hat CloudForms, and other Red Hat technologies to create this environment. As a result, the service provider can now take full advantage of its virtualized infrastructure to quickly, efficiently set up and manage customer cloud environments and ensure compliance with EU security standards.



I.T. AND TELECOMMUNICATIONS

AROUND 55 EMPLOYEES

“We were impressed with the comprehensive package offered by Red Hat, consisting of open source solutions and standards, as well as excellent support and valuable advice up front.”

HANNES LEBLHUBER
HEAD OF SALES SERVICES, eww ITandTEL

BENEFITS

- Faster, automated deployment of applications and cloud services
- Greater scalability of resources, including processing power, storage space, databases, networks, middleware, and load balancing, for customer applications
- Enhanced security and compliance for cloud infrastructure in accordance with EU data protection laws



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RED HAT CERTIFIED CLOUD AND SERVICE PROVIDER (CCSP) PROGRAM

The Red Hat CCSP program provides access to business and technical resources designed to help Red Hat partners create improved offerings and revenue streams and build more trusting and strategic relationships with customers.

Learn more at redhat.com/en/esources/ccsp-saas-technology-brief

HELPING CUSTOMERS STAY COMPETITIVE WITH CLOUD-BASED I.T. SOLUTIONS

Modern businesses face increasingly dynamic markets that require developing and deploying high-quality applications as quickly as possible. However, limited resources and budgets can make rapid deployment challenging. Cloud-based solutions that integrate Platform-as-a-Service (PaaS) offerings have emerged as an effective solution to continued growth that takes advantage of existing IT and financial resources.

eww ITandTEL, an Austrian network operator and IT service provider, wanted to respond to customer needs for more flexible and agile IT solutions by designing a comprehensive, high-performance PaaS cloud solution.

“With the expansion of our existing cloud infrastructure, we wanted to offer additional cloud services, tap into new revenue potential, and strengthen our competitive position,” said Hannes Leblhuber, head of sales services at eww ITandTEL.

To plan, build, deploy, and manage this new solution, however, the service provider needed a partner with cloud expertise.

CHOOSING OPEN SOURCE SOLUTIONS FROM A TRUSTED VENDOR

To find a cloud partner, eww ITandTEL thoroughly evaluated various cloud specialists, which included completing proofs of concept. As a result of this process, the service provider chose to deploy Red Hat OpenShift Container Platform.

“We were impressed with the comprehensive package offered by Red Hat, consisting of open source solutions and standards, as well as excellent support and valuable advice up front,” said Hannes Leblhuber, head of sales services at eww ITandTEL.

The service provider’s positive experience with previous Red Hat implementations also influenced its decision. eww ITandTEL has been successfully using Red Hat Enterprise Linux at its datacenters for several years.

Red Hat OpenShift Container Platform offers a solid foundation for provisioning, managing, and scaling container-based applications in on-premise environments. Based on Red Hat Enterprise Linux, the platform supports a variety of services – from cloud infrastructure to Docker containers to Kubernetes, Google’s enterprise container orchestration solution – as well as many programming languages, frameworks, and tools, such as Java™ EE, Ruby, Node.js, MySQL, and MongoDB. In addition, Red Hat OpenShift Container Platform supports continuous integration through automation of build processes and unit and function testing.

eww ITandTEL used Red Hat OpenShift Container Platform to create new PaaS solutions for rapid application development and deployment and complement its Infrastructure-as-a-Service (IaaS) cloud infrastructure environment offering.

In addition, eww ITandTEL deployed Red Hat CloudForms, an open hybrid cloud management platform, to administer its cloud environment. Red Hat CloudForms offers automated deployment, capacity planning, resource optimization, and life-cycle management of cloud services and resources, including virtual machines (VMs) and containers. Together with Red Hat CloudForms, the service provider also deployed Red Hat Satellite to provision and manage the infrastructure supporting its Red Hat OpenShift environment.

“The Red Hat solution provides all of the technologies that we need to develop, distribute, and implement container-based applications in a highly efficient, agile manner,” said Leblhuber.

To ensure a successful deployment of the new Red Hat cloud solution, eww ITandTEL engaged Red Hat Consulting. Red Hat consultants created service items for IaaS offerings and defined a standard operating environment (SOE) to help streamline development and deployment and unify the experience of customers and internal support staff.

IMPROVING CLOUD SERVICES – FOR BOTH STAFF AND CUSTOMERS

FASTER DEVELOPMENT AND DEPLOYMENT

In addition to using Red Hat OpenShift Container Platform and Red Hat CloudForms to provide a publicly available PaaS, eww ITandTEL worked with partner Cloudwerkstatt to develop a self-service administration and billing portal. This portal lets developers activate and configure servers within minutes, rather than days or weeks, as well as develop and test software or simulate future production environments. And with support for a variety of programming languages, frameworks, and tools, Red Hat OpenShift Container Platform makes it easier for developers to collaborate on projects.

“This self-service portal significantly speeds up the process of developing applications. Furthermore, the PaaS solution makes it easier to collaborate on projects because we’re using the cloud,” said Leblhuber. “The wide range of supported programming languages and databases plays an important role, since our developers come from a variety of technical backgrounds.”

In addition, improved management and automation of the service provider’s IaaS solution has accelerated deployment of VMs and security updates. The new platform supports automated build processes, application deployment, and scaling. As a result, administrators have more time to work on developing innovative new capabilities and features, instead of performing routine setup and maintenance tasks.

AUTOMATED SCALABILITY FOR CUSTOMERS

Using Red Hat CloudForms has not only increased internal IT automation, but also helped eww ITandTEL automate delivery of services to clients. Applications can be easily, automatically scaled to meet a client’s sudden increase in page views or demand.

“Red Hat CloudForms lets us take full advantage of our virtualized infrastructure to set up customer cloud solutions very quickly and manage them very efficiently,” said Leblhuber. “We provide our customers with all of the resources they require, such as processing power, storage space, databases, networks, middleware, and load balancing. The resources are scaled automatically to meet the requirements of each application.”

In addition, Red Hat CloudForms helps eww ITandTEL optimize unit costs through capacity planning, reporting, and financial management. “Our online portal generates invoices for using our cloud resources, based on actual usage,” said Leblhuber.

GREATER SECURITY AND COMPLIANCE

IT security and data protection are critical to enterprise cloud solutions. All services provided by eww ITandTEL are certified in accordance with ISO/IEC (International Organization for Standardization/ International Electrotechnical Commission) 27001, a standard that provides requirements for an information security management system (ISMS). In addition, standalone procedures can recover containers to guarantee high reliability.

Many EU countries emphasize the location of data and put a priority on ensuring that data does not leave the country of origin. To ensure data protection in compliance with strict EU laws, eww ITandTEL stores physical data exclusively in its datacenters in Austria. With Red Hat CloudForms, eww ITandTEL can easily reduce risk for its entire cloud life cycle by defining advanced compliance policies to meet EU data protection security standards.

PARTNERING FOR CONTINUED INNOVATION

As a result of its successful implementation of Red Hat technologies, eww ITandTEL has worked with Red Hat to become Austria's first Red Hat Certified Cloud and Service Provider.

"Thanks to the extensive and overwhelmingly positive experiences we've made with Red Hat Enterprise Linux and also Red Hat's excellent support services, the logical next step was to further extend our partnership with Red Hat," said Lebelhuber. "Our certification demonstrates that we fulfill all of Red Hat's service and certification requirements and are capable of designing, developing, managing, and operating trusted, scalable cloud solutions."

eww ITandTEL plans to continue to use Red Hat cloud technologies and other products and services to offer greater value to its customers.

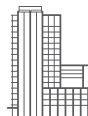
"We're known for our focus on individual customer requirements, as well as strong services and support, demonstrated by our growing commitment to cloud solutions based on Red Hat technologies," said Lebelhuber.

ABOUT eww ITandTEL

eww ITandTEL, headquartered in Wels in the northern region of Austria, handles all of the IT and telecommunication activities provided by eww ag, the public utility company of Wels. eww ITandTEL's services range from the provision of email services, data backup, security, and local network connections through to internet provision, as well as the provision of cloud infrastructures. eww ITandTEL operates a proprietary fiber optic network in Austria and in international hubs such as Munich (Germany), Amsterdam (Netherlands), Prague (Czech Republic), and Bratislava (Slovakia). It has 10 proprietary datacenters that are linked via a 100-Gbps backbone. As one of Austria's leading network operators, the company is further expanding its range of cloud-based services.

ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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