

Point Duty achieves critical data integration with Red Hat OpenShift



Partner resources

Red Hat Technology
Partner Program

Software

Red Hat® OpenShift®
Container Platform

Point Duty specializes in the collection, enrichment, and integration of critical data. Its solutions help organizations make better decisions more quickly by simplifying and accelerating the collection and connection of data, applying artificial intelligence and machine learning (AI/ML) to enrich that data, and equipping analysts with analysis and visualization tools.

Now a Red Hat partner, Point Duty uses Red Hat OpenShift Container Platform to create a robust software supply chain. As a result, Point Duty is providing trusted software solutions to its customers for application development and rapidly adopting cloud-native technologies that go beyond a business of its relatively modest size.



IT services

40 employees
2 offices

Benefits

- ▶ Achieved 50% time savings in evaluating first-level help desk issues
- ▶ Automated time consuming manual work, resulting in improved customer experience, deployment time, accuracy, and 30% time savings
- ▶ Reduced support costs and development time

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Chief Operating Officer, Point Duty

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Moving workloads to the cloud and adopting Software-as-a-Service

Founded in 2004, Australian Information and Communications Technology (ICT) operator Point Duty has global reach with customers on multiple continents, despite the business having just 40 employees. Its products, training, and services are used extensively, particularly by organizations in the intelligence space, to help find, analyze, and interpret data. Point Duty software solutions feature an extensive suite of tools for the investigation and creation of intelligence products, meeting the various stringent needs of analysts and investigators.

The company’s primary focus is on data collection, enrichment, and integration, and it specializes in creating solutions that encompass threat detection, social network analysis, document and web data extraction, and geospatial and visual data displays.

Point Duty recognized that much of its existing customer base is on-premise, but expected to move workloads to the cloud and adopt Software-as-a-Service (SaaS) solutions. The company needed a flexible platform for customers looking for hybrid cloud adoption, and its market analysis highlighted Red Hat’s strong offering.

Controlling cybersecurity framework with Red Hat OpenShift

After assessing open source container platform Red Hat OpenShift, Point Duty soon became a partner and started building software to support deployment to Red Hat’s hybrid cloud container platform.

Kurt Heine, Point Duty’s Chief Operating Officer, said, “It could be a defense organization that wants to use software and bring it in internally, or a law enforcement agency that knows the software has been built on a secure platform and will operate in their environment.”

“In Australia’s government sector, numerous security requirements need to be met before hosting software or platforms. This involves adopting a number of cybersecurity frameworks, and Red Hat has built those controls into OpenShift,” said Kurt.

When Kurt joined Point Duty, the organization still had a legacy application deployment environment in place. His mission was to reinvigorate the development and information presentation process by looking at how quickly Point Duty could iterate, change, and manage customer requests. In its microsoft.net environment, Point Duty was able to use the capabilities offered by Red Hat OpenShift on-premise, in cloud environments, or through a hybrid.

“Red Hat OpenShift is the premier product in this space and is cloud-agnostic. That is an excellent value point for us. We don’t worry about what our customer requires. Red Hat OpenShift can handle it. That is an ultimate benefit for our customer base,” said Kurt.

Prioritizing key information with analytical machine learning capability

Point Duty customers have a basic but critical need—they want clarity from a massive data lake to get appropriate responses to crucial operational questions. “Customers such as law enforcement agencies, government departments, and armed forces operators all have huge amounts of information stored in data warehouses,” said Kurt. “They often need answers to particular operational questions, so they turn to us.”

However, other information also needs to be captured—this could be on the internet, social media, or even the dark web. Point Duty explores that by using open source intelligence tools to collect information from published or otherwise publicly available sources, gathering geospatial, personal, and time-based information. Point Duty then applies geospatial analytics, and uses Red Hat OpenShift to build data visualizations to improve understanding of key phenomena, and highlight trends in complex relationships between people and places. Kurt uses the analogy of a large funnel into which Point Duty pours all relevant big data from sources known and unknown.

“This information is poured in and we sift through it, drilling down until the relevant information lies at the bottom. That information is then overlaid in a secure environment into the clients’ data systems. The result enables our customers to use that information constructively and wherever they need it,” said Kurt.

The highly regulated environment in which Point Duty operates makes security a key factor, so the business is bound by sensitive constraints. By using OpenShift’s analytical machine learning techniques, Point Duty can prioritize critical information for delivery to appropriate customers.

Saving costs while delivering an improved customer experience

Achieved 50% time savings in terms of first-level help desk evaluation

Red Hat has significantly improved Point Duty’s support response times. “Since using Red Hat OpenShift, we are halving the time it takes to evaluate first-level help desk issues,” said Kurt. “Sending that information through to engineering or development has also been substantially accelerated.”

Automated time-consuming manual work, resulting in improved customer experience, deployment time, accuracy, and 30% time savings

Red Hat OpenShift has eliminated the need to manually change platform configurations, leading to clear improvements in the customer experience. “We used to use various techniques just to carry out load balancing. Red Hat OpenShift is increasingly automating that manual hard work for us,” said Kurt.

Reduced support costs and development time

Point Duty is now able to offer improved solutions to its customer base. “Red Hat OpenShift has helped us to better manage the process. It notifies us quickly when something may not be working. The platform puts some rigor around standards and cuts deployment time,” said Kurt.

He reflects that Point Duty has only 40 employees but has a global presence. “Because of OpenShift we are able to deliver resilient software into a great variety of demanding environments.”

Envisioning full deployment on Red Hat OpenShift

Looking ahead, Kurt explains that all its technology will eventually be managed by Red Hat OpenShift. “It takes a small amount of effort to quickly iterate, change, and manage our microservices delivery,” said Kurt. “OpenShift also gives us the opportunity to be notified when something’s not working. There is nothing we do that will not be on OpenShift.”

About Point Duty

Point Duty's products, training, and services are used by many organizations across the world, particularly in law enforcement, government, and the armed forces. It provides specialist applications that meet the needs and solve the problems of data-driven industries.

Point Duty's solutions extract, enrich, connect, and visualize structured and unstructured data, providing information and insights to help customers answer critical operational questions.



About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? [Learn more.](#)



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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