Red Hat Innovation Awards

Meet the innovators

A Red Hat customer success series

Red Hat

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Foreword: from Brian Gracely, Senior Director for Portfolio Strategy, Red Hat

Technology has never been more available, creating endless possibilities for innovation.

Red Hat customers are opening their minds to novel ideas on how artificial intelligence (AI), virtualization, and automation can help them stay ahead of customer demands, create new services, or take on new business opportunities.

The key to their success? Delivering technology-driven business innovation in a way that is stable and scalable, as well as people-efficient and cost-effective.

Trusted by more than 90% of the Fortune 500*, our technology portfolio is at the forefront of innovation in terms of what's happening in application development and infrastructure management, around AI, cloud integration, virtualization, and automation. We're balancing AI-infused solutions with the latest hybrid virtual environments and automation-driven capabilities—both of which are critical to operations and development teams alike. That way, we can provide trusted, curated, consistent, and streamlined modern IT foundations wherever they're needed.

Take our hybrid cloud portfolio, for instance. It's built for a world of dynamic, ever-growing complexity. Its cross-cloud platforms allow innovations such as AI while managing the complexities of security and the realities of scale in a dynamic global business environment, enabling our customers to tackle problems with fewer constraints.

Our technologies, backed by our experts and our evolving and strengthening partnerships, help customers bring ideas into production. Together, they're unlocking the value of innovation everywhere while providing scalable solutions that meet varying standards of compliance.

So, when a customer comes to us with a radical idea, we help make it a huge success.

The Mein ChatGPT large language model (LLM) is helping employees across the City of Vienna get the meaningful answers they need.

The delivery of 5G with Red Hat technologies to support AI and the Internet of Things (IoT) initiatives at Spark NZ.

Creating citizen data scientists by streamlining AI processes at Turkish Airlines.

A vision of continuity, quality, and digitization brought to life at BAC Credomatic.

Be inspired by the stories in this e-book. Be as creative as you want to be with technology-driven innovation. And we will help you realize your vision.

We're excited to help you make your ideas—no matter how ambitious—a reality.

* Red Hat client data and Fortune 500 list, Sept. 2024.

Aramco, one of the world's largest integrated energy and chemicals companies, worked hand-in-hand with Red Hat to build and establish a future-ready application platform that would help to reinforce security and streamline services. Supported by features of Red Hat® OpenShift®, Aramco's Gen AI Foundation has cut deployment times to an hour, scaled services for more than 35,000 users, and increased developer productivity.

Fostering a culture of innovation with security and compliance front of mind

In line with its vision to promote innovation and create a positive global impact, Aramco embarked on a significant project to bring about a true digital transformation through the adoption of new technologies and working practices while meeting stringent security and compliance requirements. Aramco was also looking to respond to growing demands for streamlined access to AI services, faster delivery times, and manage and scale its digital resources more efficiently.

Led by its Upstream Digital Center (UDC), Aramco worked with Red Hat for the enterprise open source solutions that met its stringent security, scalability, and flexibility requirements. The resulting transformation allowed Aramco to launch multiple initiatives. These included process automation and streamlining to reduce operational costs, establishing a 'software factory' to scale migration with containers.

Moreover, it led to the development of over 400 cloud-native applications, and accelerated the adoption of DevSecOps practices and automating pipelines.

These initiatives allow Aramco to channel investment into business innovation while ensuring that critical security, reliability, scalability, and confidentiality requirements are met. A highlight is Gen AI Foundation—an advanced cloud ecosystem built on Red Hat OpenShift. In turn, Aramco is able to fully realize the potential of Operator Framework—an open source toolkit to manage Kubernetes native applications. The result is a reduction in the mean time to deploy, which has significantly increased business agility and improved the developer experience. The Gen AI Foundation now supports all of Aramco's upstream business verticals and acts as the backbone for UDC's generative artificial intelligence (gen AI) workloads.

> These efforts cannot be achieved without the great work at the Upstream Digital Center. I'm so thankful for all their remarkable efforts in collaboration with Red Hat.
>
> **Ashraf Tahini, VP—Upstream Digital Center, Aramco**

Boosting productivity across verticals

Accelerated deployment while reducing risk

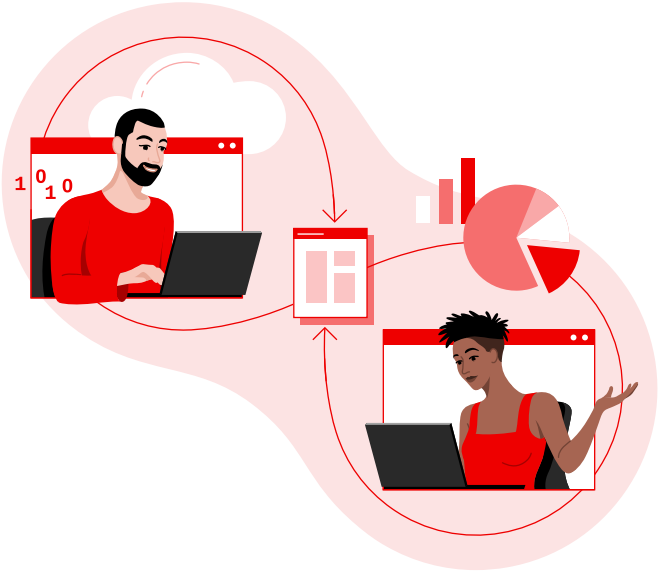
Aramco's new environment significantly boosts business agility and time to market, allowing rapid responses to demands from upstream business verticals. Mean time to deploy has, as a result, been cut from days—or even weeks depending on the workload—to a maximum of 1 hour, with no downtime.

Increased developer productivity

The UDC organized multiple workshops with Red Hat Services teams to support the adoption of best practices, DevSecOps, and agile methodologies. The result is a substantial improvement in developer productivity, which has led to a wider fostering of a culture of collaboration and innovation across Aramco.

Improved scalability and efficiency

With the Gen AI Foundation, Aramco has successfully scaled its services to support over 35,000 customers and handle a 700% increase in daily requests—from 2,000 to 16,000—with no downtime. Red Hat OpenShift has also helped to manage GPU resources and energy consumption, reducing its overall digital operational overhead.



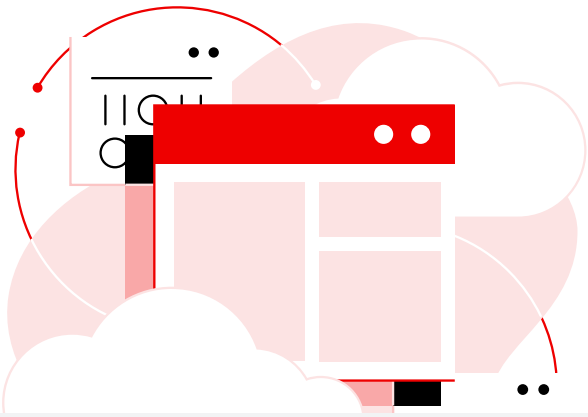
Extending the deployment to new workloads

The UDC now plans to collaborate further with Red Hat across Aramco on streamlining, automation, and DevSecOps initiatives. This includes scaling the Gen AI Foundation platform to support larger workloads, implementing Red Hat Ansible® Automation Platform to automate more processes, and bolstering security with Red Hat Advanced Cluster Security for Kubernetes.

> Using open source software aligns with Aramco's vision for its Upstream Digital Center to drive innovation, create a lasting positive impact, and contribute to the global technological community.
>
> **Ashraf Tahini, VP–Upstream Digital Center, Aramco**

Red Hat products

- Red Hat OpenShift



Supported more than 35,000 customers with digital services

Handled a 700% increase in daily requests

Transitioned over 400 legacy applications without disruption

Find out more about how Red Hat Innovator of the Year 2025, Aramco, is powering scalable and efficient AI deployments with Red Hat.

City of Vienna

Stadt Wien is the City of Vienna's innovation-led, service-oriented IT department. Its digitization initiative to improve, simplify, and modernize key processes and make them more widely accessible led to the creation of WienKI (ViennaAI)—an AI-based virtual assistant that supports users by providing quick and accurate responses to requests.

Improving accessibility to key services for all

As part of a wider initiative to simplify and improve internal and public access to its services, the City of Vienna deployed a new service based on AI and LLMs. The city's IT department, Stadt Wien, developed WienKI to optimize key internal communication and administrative processes, integrating individual models such as Llama3, Mistral, Mixtral, and Stable Diffusion to allow the customization of specific requirements and LLMs tailored to the needs of Viennese administrators. These models can be trained for particular tasks like analyzing city data or generating reports.

By utilizing AI, the City of Vienna's employees can access information more efficiently and automate the processing of routine inquiries.

WienKI serves as a virtual assistant, supporting users in their daily work by responding quickly and accurately to requests and providing relevant information while ensuring privacy and protecting sensitive data.

In early 2023, Stadt Wien recognized it needed a platform to facilitate and accelerate further innovation and strengthen compliance when developing new LLMs and further AI workloads. Primarily, it needed a quick and efficient way to migrate a container built with DockerHub Alpine to a Red Hat Universal Base Image (UBI) 9 container with .NET 8, while meeting key performance and security requirements.

"Red Hat OpenShift, with its flexible, open source-based OpenShift Pipelines, allows us to meet these needs and provide more flexibility for future use cases, whether on premise or in a public cloud service," said Benedikt Schraik, CTO, City of Vienna.

> With Microsoft Azure Red Hat OpenShift, it is now possible for us to react faster to requirements, changes, and enhancement requests, and to address problems.
>
> **Benedikt Schraik, CTO, City of Vienna**

Delivering improved service, efficiency, and security

Modernized applications and improved standards

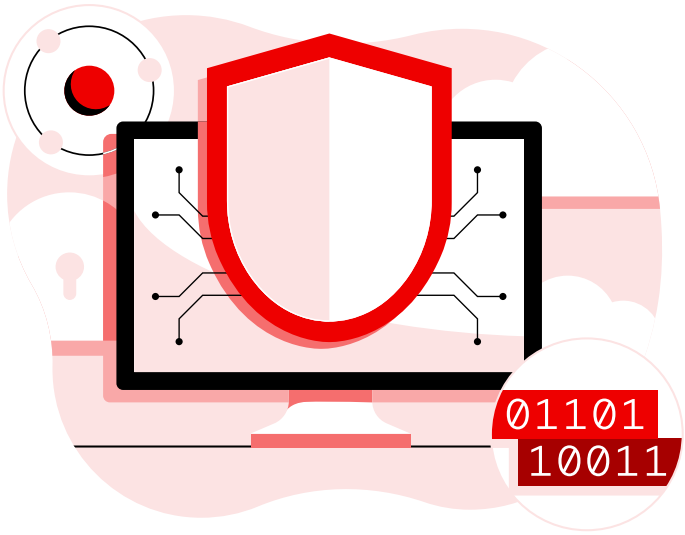
Migrating to UBI 9 allowed Stadt Wien to modernize key applications while raising standards and security and reducing redundant solutions. In addition, deployment speeds have increased from 15 minutes to 5 seconds with the provision of more secure, managed containers with geo-redundancy provided by Microsoft Azure Red Hat OpenShift.

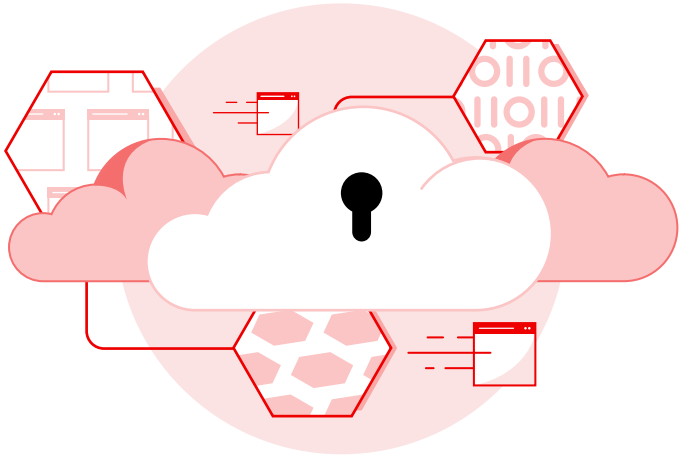
Optimized key processes with AI

The AI processes that Red Hat helps to make possible are optimizing key business processes and ways of working while improving the experience for internal and public users by extending accessibility to the city's services. This is also relieving city employees of onerous and often highly repetitive workloads.

Strengthened security and compliance

Three-level encryption of databases and cloud storage means communications and documents can be shared more securely. To date, over 6,000 chats, 70,000 knowledge base documents, 40,000 pictures, and 300 shared knowledge files have been encrypted, benefiting more than 2 million Viennese residents and 120,000 city employees.





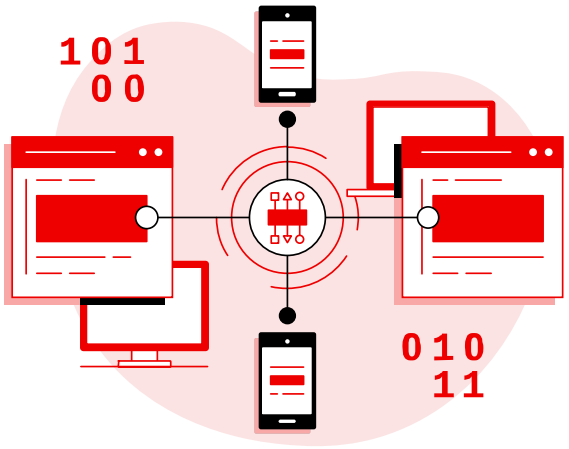
Enhancing Vienna's reputation for innovation

Stadt Wien can now make targeted use of public cloud platforms to further develop solutions such as WienKI and build new use cases and applications. By doing so, it is supporting Vienna's goal to be climate-neutral by 2040 and enhancing the city's reputation for innovation and sustainability.

> Red Hat's open source focus gives us the option to integrate with other solutions if needed and potentially allow further changes in the future.
>
> **Benedikt Schraik, CTO, City of Vienna**

Red Hat products and technologies

- Microsoft Azure Red Hat OpenShift
- Red Hat OpenShift Pipelines (Tekton)
- Red Hat Universal Base Image 9



Reduced deployment times from 15 minutes to 5 seconds

Cut throughput times from 2 to 4 weeks to days

Saved up to 8 hours in problem-solving tasks

Read the full story about how the City of Vienna's IT department is bringing gen AI technology to city employees, while keeping the experience human-centric.

California Healthcare, Eligibility, Enrollment and Retention System (CalHEERS) is the enrollment platform of the largest state-based health insurance marketplace in the U.S. It needed a robust, secure digital platform to help 39 million Californians compare, select, and apply for free or low-cost, name-brand health insurance plans.

Meeting 39 million Californians' health insurance needs

The Patient Protection and Affordable Care Act in 2010 led to the creation of Covered California—a new state agency committed to providing Californians access to affordable health insurance. Providing access to Medi-Cal and private insurance payers, nearly a third of all California residents have since come to rely on Covered California's CalHEERS platform to meet their health insurance needs.

CalHEERS' legacy infrastructure became increasingly difficult to maintain around 8 years after implementation. It was becoming more expensive to run—particularly as demand accelerated during the COVID-19 pandemic—and more difficult to upgrade. CalHEERS needed a new, scalable solution that would simplify its operations.

"CalHEERS needed to increase capacity for existing operations and support competing priorities within an existing budget," said Lorna Eby, Deputy Director/Project Director, CalHEERS. "Migration to open source products allowed us to realize cost efficiency in both the short and long term for both software and hardware."

In June 2023, the team behind CalHEERS, which includes the Office of Technology Solutions Integration (OTSI), and project sponsors the Department of Health Care Services (DHCS) and Covered CA, completed a multi-year journey to redesign and redeploy its platform as microservices in the cloud. The open source technology used in this deployment provided the flexibility to rapidly adapt to health care, regulatory, and legislative changes.

"Our teams migrated 72 interfaces to a more secure, containerized platform—Red Hat OpenShift with Red Hat 3Scale API Management, DROOLS, and Red Hat Fuse—in just 7 weeks, with zero downtime or impact to users," said Eby.

With Red Hat OpenShift, CalHEERS reduced system complexity by replacing its monolithic architecture with a containerized and modularized system in 18 months. Importantly, it also acted as a proof of concept that could be followed by other state government departments.

> Open source cloud technology empowers CalHEERS to adapt to an ever-evolving health landscape along with regulatory and legislative changes that require CalHEERS to be nimble, agile, and receptive to changes.
>
> **Lorna Eby, Deputy Director/Project Director, CalHEERS**

Delivering a highly responsive, resilient system

Improved system and operational performance

With on-demand scaling of services, CalHEERS was able to support 170 million transactions and 288,000 user visits during the 2024 open-enrollment period. This included critical improvements in transaction throughput per second, user response times, and session capacity. Modernized integrations are also increasing application performance and responsiveness and minimizing wait times.

Moreover, the Red Hat OpenShift Container Platform allows CalHEERS to stay responsive to both regulatory changes and changing user needs, thus ensuring the state's health insurance marketplace, Covered California, is able to continue to help consumers choose the best health insurance plans and determine consumer eligibility for healthcare subsidies. "We can now make updates to CalHEERS much faster, ensuring that users have the best possible experience without delays," said Kevin Cornish, Chief Information Officer, Covered California.

Reduced system complexity

"Simplified components are also enabling greater system streamlining and overall performance improvements," said Eby.

Implementing a containerized architecture is enhancing CalHEERS' ability to integrate with modern technologies. The number of virtual CPUs has been cut from 4,400 to 1,800, while nearly two-thirds of the CalHEERS monolith has been migrated to microservices-based containers.

Improved cost efficiency and flexibility

Employing standards-based open source software allows CalHEERS to reduce lock-ins with commercial vendors: "Open source cloud technology empowers CalHEERS to adapt to an ever-evolving health landscape along with regulatory and legislative changes that require CalHEERS to be nimble, agile and receptive to changes," said Eby.

Cost-efficient Red Hat subscriptions also reduce CalHEERS' software licensing commitments and free staff up from ongoing maintenance of legacy products.

Adapting to an ever-evolving landscape

By successfully implementing a reimagined, flexible, scalable, and robust infrastructure, CalHEERS is delivering on its mission to empower millions of Californians with access to high-quality health insurance.

"Through the continuing partnership with Covered California, Red Hat, and our Deloitte partners, the CalHEERS ecosystem continues to evolve, and it's so important for our technology systems to continue to evolve with the evolving pieces of everything around technology and how public assistance programs are modernizing in this 2025 era," said Yinjia Huang, Deputy Director, Healthcare Benefits and Eligibility, HCBE

The project can now also act as a blueprint that could facilitate a broader implementation across other areas of California's state government.

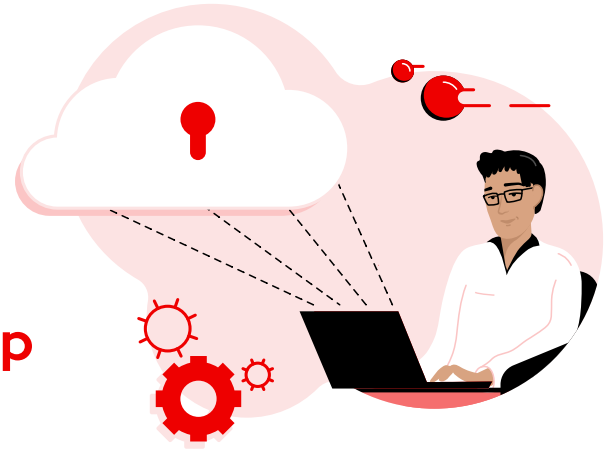
> CalHEERS needed to increase capacity for existing operations and support competing priorities within an existing budget. Migration to open source products enabled us to realize cost efficiency in both the short and long term for both software and hardware.
>
> **Lorna Eby, Deputy Director/Project Director, CalHEERS**

Red Hat products

- Red Hat OpenShift
- Red Hat Fuse
- Red Hat 3scale API Management

Red Hat products in the roadmap

- Red Hat Decision Manager



60% reduction in VCPUs

170 million transactions supported in 2024

Scaling times reduced from 15 minutes to 15 seconds

Discover more about how CalHEERS supports healthcare enrollment for 17 million Californians, supported at massive scale by adaptable cloud infrastructure.

Central American financial group BAC wanted to automate key processes and optimize resource deployment and allocation, while allowing local operations teams to develop their own use cases. It worked with a local partner to implement Red Hat Ansible Automation Platform and now has the traction it needs to realize its vision.

Automating with playbooks helps unite operations

BAC is a financial organization with operations across 6 countries but with centralized IT management and strategies. It was looking for an automation model that would allow corporate governance from its Costa Rica headquarters while also allowing each country of operation to create, build, and deploy their own automation use cases according to local requirements.

More specifically, BAC's technology department needed an IT automation model that would ensure strategic continuity around issues such as digitization, accelerated time to market, and improved service quality. As a result, it sought to increase analytical and AI capabilities, maintaining its leading position in the region.

Working with a local partner, BAC identified Ansible Automation Platform—a unified solution for strategic automation combining the security, features, integrations, and flexibility needed to automate at scale—as a solution that would meet its primary requirements.

Implementing the platform would also see BAC cut downtime and reduce maintenance windows, increasing service continuity while reducing the scope for human error.

"We started building this model in Costa Rica, deploying Ansible Automation Platform and building a series of playbooks to develop the first version of our governance strategy," said Alfonso Salvo Soto, Senior Corporative Vice President of Banca Empresas & Wealth Banking, BAC.

BAC established a series of metrics and performance indicators to highlight the project's aims and measure its progress in achieving them. These included the time needed to 'harden' a server, maintenance times, transfer speeds and reliability, and labor costs.

"We established a joint investment model with Red Hat and a local partner to build the corporate model, quickly getting at least one other country to join the effort and thereby achieve the traction we needed," said Salvo.

> The journey with Red Hat taught us the path to automation and how to make use of the tools and capabilities we had.
>
> **Alfonso Salvo Soto, Senior Corporative Vice President of Banca Empresas & Wealth Banking, BAC**

Meeting cost, efficiency, and staff deployment goals

Reduced costs and downtime

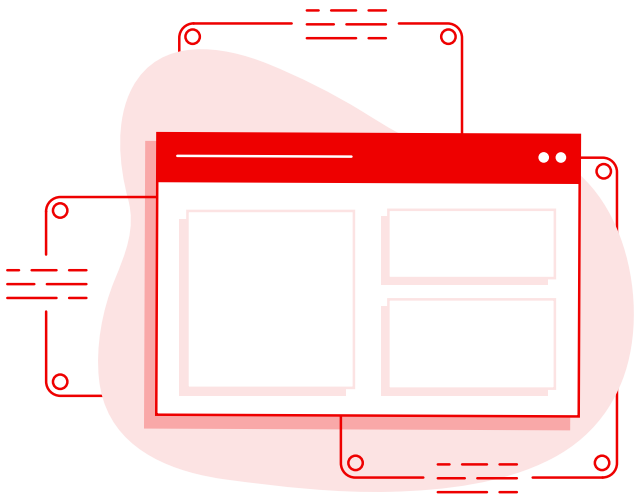
After putting its first playbooks into production, BAC achieved impressive results against its initial list of target metrics. Server hardening times have reduced from a month to a few minutes, saving over 400 hours a month, while maintenance times have halved and staff overtime payments have been eliminated.

Increased operational efficiency

With its Red Hat solution in place, BAC is able to reorganize its IT operations to increase efficiencies and improve service and response speeds. While not yet quantified, this is also expected to result in increased revenues as the organization meets client requirements and introduces new digital services more quickly.

Freed staff from repetitive tasks

Process automation is allowing BAC to refocus the efforts of key personnel away from manual or repetitive loads. As an example, 2 staff members who previously handled its operational logbook work are now able to make better use of their skills with BAC Credomatic's 'automation factory'.



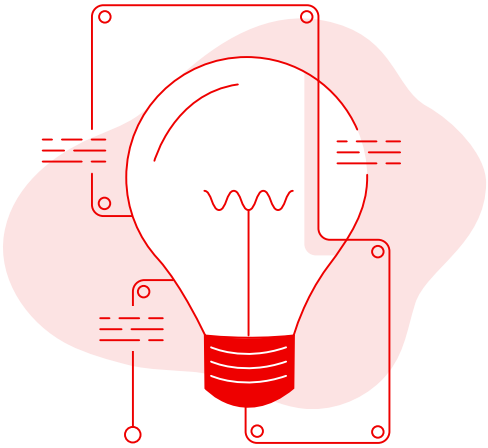
Extending deployment across the group

The initial successes BAC has seen as a result of implementing its Red Hat solutions now mean the organization can extend process automations to other countries of operation. It also has an opportunity to introduce AI elements into event-based decisions and integrate these with other initiatives, including working with containers and microservices with Red Hat OpenShift.

> All these IT improvements are being reflected in business areas that are seeing services become more efficient and faster, as is the case with electronic banking, e-commerce, and collections.
>
> **Alfonso Salvo Soto, Senior Corporative Vice President of Banca Empresas & Wealth Banking, BAC**

Red Hat products

- Red Hat Ansible Automation Platform



Developed 35 automations

Saved an anticipated 11,441 person hours by December 2024

Cut maintenance times by over 50%

Learn how other companies across different industries have automated with playbooks, like BAC, to help unite operations.

CAE is a Canadian-based company and the world leader in training, mission, and operational support for aviation organizations in both the civil and defense sectors. As a technology company, it digitalizes the physical world, deploying software-based simulation training and critical operations support solutions. Its mission is to empower pilots, cabin crew, airlines, and defence and security forces to perform at their best every day and when the stakes are at their highest. With a global presence spanning around 240 sites and training locations in over 40 countries, CAE delivers 1.3 million hours of simulation training annually for 150,000 pilots each year and manages 20,000 flights every day.

Transforming products with the customer in mind

Building on its global footprint, CAE is not only focused on expanding its reach but also on evolving its products with the customer in mind. This shift is facilitated by developing a connected experience across its range of products and services. It is further powered by the digital transformation of the entire training process and the integration of services, allowing CAE to offer a personalized, AI-enhanced experience that supports pilots through training, certification, and flight duties.

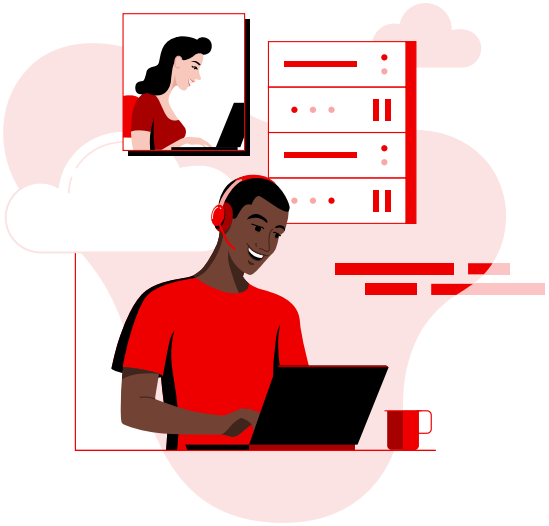
This experience is made possible by a unified platform that offers integrated data, standardized application frameworks, advanced AI models, and adaptable infrastructure. The platform utilizes Red Hat OpenShift to deliver scalable hybrid cloud-to-edge deployments, which significantly reduce operational costs and provide flexibility for the application teams that deploy solutions across the training network. CAE has successfully reduced up to 50% of its operational expenses with this platform, resulting in savings of millions of dollars.

> The integration of Red Hat's solutions has been instrumental in advancing our digital transformation efforts. By making the most of these technologies, CAE has been able to accelerate innovation, streamline operations, and enhance customer engagement. Red Hat played a key role in empowering our teams to deliver more and faster.
>
> **Jean-François Gamache, CIO, CAE**

Empowering its employees to innovate

CAE's transformation journey was fueled by the need for innovation and a commitment to engaging with customers early and often to make data-driven decisions. This approach took advantage of advanced analytics and customer feedback tools to gather and uncover insights on preferences and requirements. By evaluating usage analytics, CAE ensured that its solutions remained aligned with customer needs. Quick feedback cycles allowed for rapid iterations on products and services, ultimately leading to improved outcomes and higher customer satisfaction.

To accelerate the innovation process and scale the approach, CAE identified the need to abstract complexity through common platforms so that development efforts could focus on value-added activities. By adopting a platform engineering strategy and developing reusable self-service platforms, such as Red Hat OpenShift, CAE was able to streamline its operations. Taking full advantage of AI significantly enhanced CAE's software delivery process, empowering teams to deliver solutions more efficiently and effectively. As a result of this strategic approach, CAE achieved a 10-fold increase in deployment speed and frequency, significantly boosting overall productivity.



Red Hat products

- Red Hat OpenShift
- Microsoft Azure Red Hat OpenShift
- Red Hat Advanced Cluster Management for Kubernetes
- Red Hat Advanced Cluster Security for Kubernetes
- Red Hat Enterprise Linux®
- Red Hat Ansible Automation Platform
- Red Hat Consulting

Read the full story about how CAE modernized its IT to support the training of 135,000 pilots a year, bringing AI tools and multicloud support to drive innovation in the name of safety.

Turkish Technology plays a dual role in the aviation ecosystem—managing Turkish Airlines' mission-critical IT infrastructure while also building scalable next-generation aviation technologies for the global market. Operating at the heart of the airline flying more countries than any other—with service to 131 countries, 353 destinations, and over 80 million passengers annually—Turkish Airlines launched a strategic transformation focused on data, scalability, and AI.

By combining deep operational expertise with open source technologies such as Red Hat OpenShift and OpenShift AI, Turkish Technology laid the groundwork for both enterprise agility and a culture of continuous product innovation.

Initiating a cultural and technical shift

This transformation was about much more than updating technology infrastructure. Turkish Technology set out to embed AI as a strategic capability across the entire organization.

The initiative was shaped around 3 main goals: Accelerating development and optimizing infrastructure usage, making AI accessible beyond data science teams, and building scalable, secure, and regulation-compliant platforms in alignment with public cloud policies.

As part of this program, more than 200 employees from various business units received training in data analytics and AI.

These employees were then integrated into real-world projects—helping create both cultural change and tangible business value.

One such project is TK GPT, an internal LLM designed to assist employees with documentation, summarization, and software development.

"We didn't want AI to remain limited to a few pilot projects," said Serdar Gürbüz. "Our goal was to build a secure, compliant, and enterprise-wide AI infrastructure."

> AI is no longer just a technology layer for us. It has become a core capability reshaping our agility, commercial strength, and operational decision-making, With OpenShift AI, we didn't just enable this transformation—we made it scalable and sustainable.
>
> **Serdar Gürbüz, General Manager, Turkish Technology**

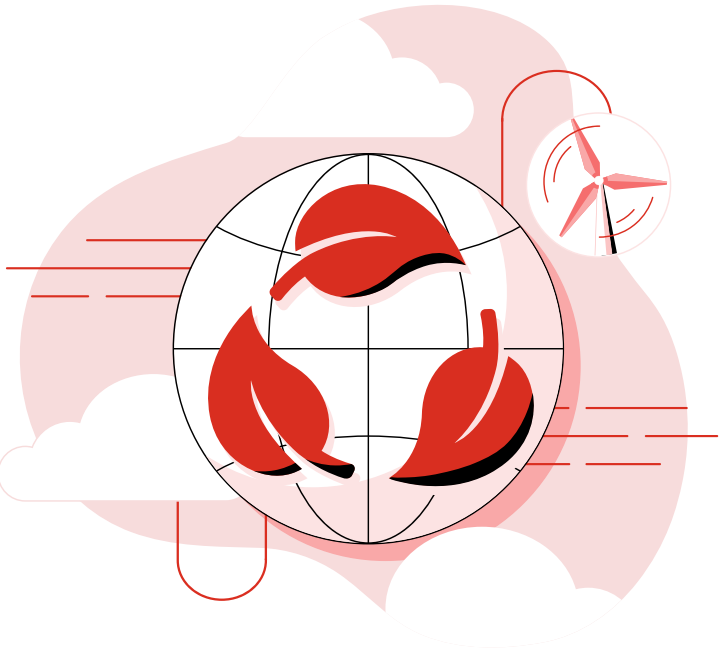
Achieving operational efficiency and sustainability

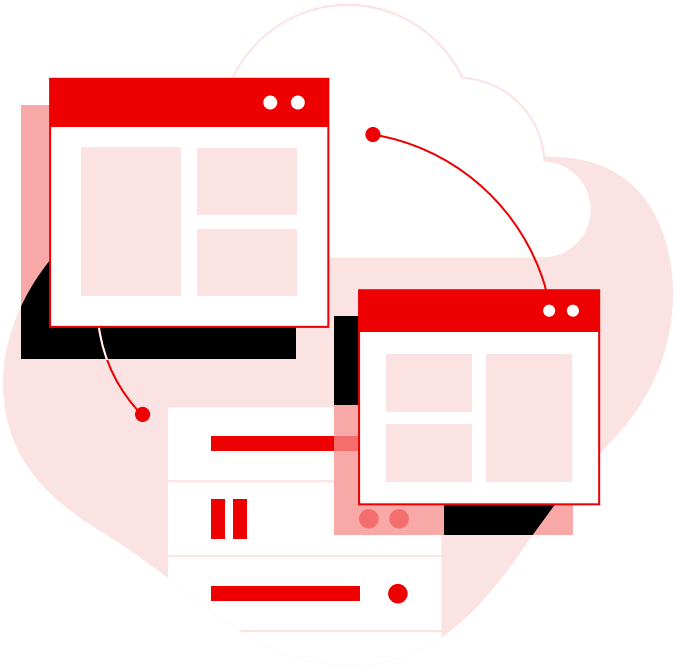
AI has driven meaningful gains in operational efficiency and sustainability for Turkish Airlines.

The Tail Assignment Optimization system, for example, intelligently assigns aircraft to routes by factoring in operational constraints and environmental goals—resulting in a 0.2% improvement in fuel efficiency. At Turkish Airlines' scale, that represents significant cost and carbon savings.

Similarly, Turnaround AI processes visual data from airport cameras to monitor ground operations in real time, helping to reduce delays and improve service reliability.

In flight logistics, the Weight & Balance solution optimizes loading plans in line with IATA safety standards, ensuring safe and efficient aircraft performance.





Commercial agility and revenue impact

AI has also played a key role in driving commercial innovation. Turkish Airlines is currently developing its Modern Airline Retailing platform. Its goal is to analyse passenger behavior and deliver contextual, real-time offers across digital channels—enabling personalized experiences and unlocking new revenue opportunities.

Meanwhile, the IATA-compliant NDC platform provides a flexible, high-performance offer and order management layer that allows Turkish Airlines to decouple from legacy infrastructure and operate with greater agility.

> In our data- and AI-driven transformation journey, we focused on building internal capabilities while complementing our expertise in open source infrastructure with the technical support of partners like Red Hat. This approach allowed us to establish a scalable foundation and foster organization-wide adoption of AI.
>
> **Serdar Gürbüz, General Manager, Turkish Technology**

Red Hat products and services

- Red Hat OpenShift
- Red Hat OpenShift AI
- Red Hat Consulting

Launched new development environments in minutes instead of days

Estimated millions of dollars in revenue increase and cost optimization with AI

Allowed over 200 staff to benefit from a new environment

Find out how you could make the most of Red Hat AI to deliver value like Turkish Airlines through enterprise agility and a culture of continuous product innovation.

Spark is New Zealand's largest telecommunications and digital services company, serving individuals and households as well as small businesses, not-for-profits, government, and large enterprise clients. It works with Red Hat technologies to deliver improved key services including mobile, broadband, and cloud through to advanced digital solutions such as AI, IoT, and 5G.

Building a future-ready network

Facing an ever-shifting landscape of complex network functions and industry movement towards containerization, Spark saw the need for change. As part of an initiative to meet both current and future demands on its business, Spark wanted to move from isolated deployments of its Red Hat software stack to a standards-based, validated architecture with highly automated and centralized deployment, management, and operational functions. Doing so would give the business the platform it needed to meet current and future use cases for technologies such as 5G while also meeting the needs of existing systems and networks.

"The desire was to create highly automated and standardized, repeatable ways of deployment, meeting not only the current requirements but also those focused on future state," said Renee Mateparae, Network & Operations Director, Spark New Zealand.

Automating and centralizing deployments on Red Hat OpenStack® and Red Hat OpenShift meant Spark could increase operational efficiency and simplify and accelerate key processes. With the business in a stronger position, it has been able to maximize the benefits offered by 5G Core standalone (SA) technology, as demonstrated by a 5G Core SA trial conducted by Spark with Red Hat and Ericsson. This has allowed it to meet its ultimate objectives of increasing capacity, cutting latency, and accelerating IoT-related trends, such as connected cars, smart cities, and industrial IoT.

With Spark also needing to address new scopes of work from internal streams, including mobile and voice, the network functions virtualization infrastructure (NFVi) team saw the project as an opportunity to create a common platform. It chose Red Hat as a carrier-grade, vendor-agnostic platform capable of meeting current and future needs, that also allows for automation and uses industry best practices.

> The internal team philosophy is to do less boring and fewer repeatable, manual tasks—to free our time to focus on high-value, strategic work. We want to challenge the way technology was used traditionally.
>
> **Renee Mateparae, Network & Operations Director, Spark New Zealand**

Delivering efficiency, security, and availability benefits

Optimized operational efficiency

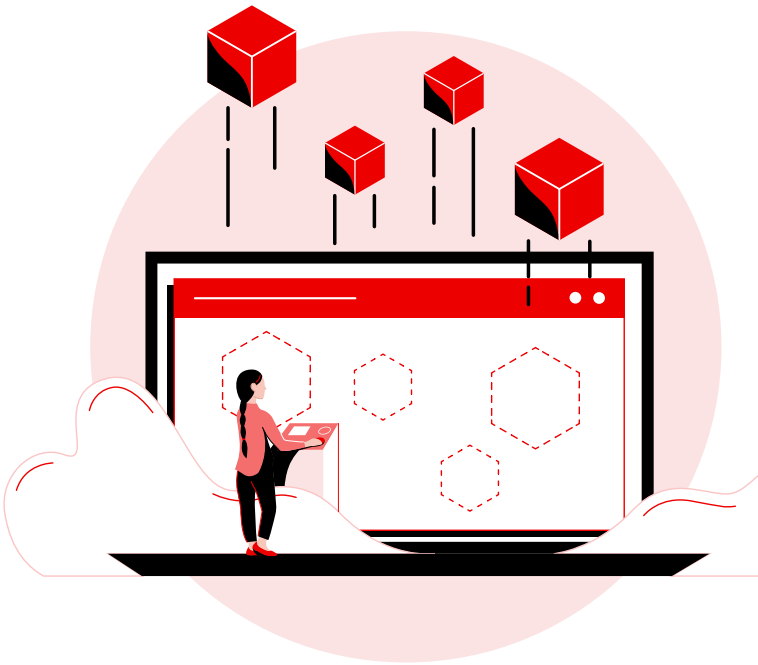
Red Hat Advanced Cluster Management provides Spark's operations team a single console from which to manage clusters, applications, and security policies. It also allows automated deployment of clusters and applications and frees more resources for the IT department. This reduces operational costs across the organization.

Accelerated time to market

The self-service provisioning, repeatability, and consistency afforded by Red Hat greatly speeds up the provisioning of new platforms and workloads with pipelines. It also consolidates lifecycle management, accelerating implementation of new upstream software.

Strengthened security and increased availability

Red Hat technologies help to bolster security through centralized management and services. Centralized configuration management provides enforced and consistent configuration, and auditable policies. It also provides visibility into vulnerabilities and security incidents, while proxied and mirrored content control with scanning for images reduce software supply risks.



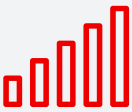
Transforming connectivity in New Zealand

Spark's project to build capable, self-healing systems is helping to increase network reliability, while zero-touch deployments allow it to bring 5G Core SA solutions to market quickly. The long-term aim is to develop adaptive and automated networks that provide lower latency, greater bandwidth, and more available mobile, fixed wireless, and IoT services. To realize this vision would transform the way New Zealanders connect and do business, ultimately delivering Spark's ambition to help New Zealand to win big in a digital world.

> The best success indicator for us as a platform team is that, whilst we support the wider business to deliver a world-class experience to our customers, what we deliver is high quality, consistent, and ultimately invisible to the end customer.
>
> **Renee Mateparae, Network & Operations Director, Spark New Zealand**

Red Hat products and services

- Red Hat Network Platform Sustaining Service
- Red Hat OpenShift
- Red Hat Advanced Cluster Management for Kubernetes
- Red Hat Advanced Cluster Security for Kubernetes
- Red Hat Quay
- Red Hat OpenStack director
- Red Hat Ansible Automation Platform
- Red Hat Satellite
- Red Hat Enterprise Linux



Reached 98% of New Zealanders with Spark's 4G network

Served 24 regional business hubs

Housed active infrastructure across 2,176 mobile sites

Find out how Red Hat can support telcos like Spark to transform their networks into agile platforms for innovation.

Conclusion

Red Hat unlocks the value of innovation. Everywhere.

In today's world, every business decision, regardless of industry, is a technology project waiting to be deployed. From creating market differentiation to opening new markets, to enabling new partners, to reducing operational costs, the power of business innovation is constantly being challenged by the complexity of technology—both new and existing. And without the right technology partner, those complexities can overwhelm even the greatest ideas. Red Hat unlocks the value of innovation, with a portfolio built for a world of complexity.

If there is a customer story in this collection that applies to your use case, or is of particular interest, be sure to download the complete e-book to find out how others have used solutions that might be relevant to your future state.

Explore more real-world use cases, testimonials, and insights from customers, partners, and analysts, and get inspired by what Red Hat technologies can do for your organization. Read the success stories.