

Cathay Pacific Takes Customer Experiences to New Heights with Red Hat's Hybrid Cloud Technologies

MAY 07, 2018

Leading airline replaces legacy infrastructure with cloud-native stack built on Red Hat OpenShift Container Platform

SAN FRANCISCO – RED HAT SUMMIT 2018--(BUSINESS WIRE)-- Red Hat, Inc. (NYSE: RHT), the world's leading provider of open source solutions, today announced that Cathay Pacific, a leading international airline, is using Red Hat solutions and services to transform its legacy infrastructure into a modern [hybrid cloud architecture](#). Using Red Hat OpenStack Platform and Red Hat OpenShift Container Platform, Cathay Pacific created a more efficient and scalable platform for developing and delivering new services, enabling the company to ultimately create a better overall experience for their customers.

Based in Hong Kong, Cathay Pacific is an international airline offering passenger and cargo services to 200 destinations in 52 countries and territories worldwide. Digital capabilities are a critical function of the company's business strategy for growth, with the heart of this initiative emphasizing a responsive and adaptable customer experience. Cathay Pacific's legacy infrastructure and development process posed a challenge, making it difficult for the airline to maintain a high level of performance from its internal systems and customer-facing applications. Its existing systems were inflexible and time consuming to modify, forcing the company to handle an increasing level of technical debt dedicated to system maintenance and "keeping the lights on."

Using Red Hat's open standards-based, enterprise technologies and guided by Red Hat's technical expertise, Cathay Pacific migrated from its legacy infrastructure to a hybrid cloud architecture, consisting of a [private cloud](#) environment that includes Red Hat OpenStack Platform which can provision workloads as needed into [public cloud](#) instances. Forming the bridge to the public cloud is Red Hat OpenShift Container Platform, which supports more than 50 consumer-facing applications. With Red Hat OpenShift Container Platform, Cathay Pacific is able to move applications in a more streamlined fashion across its hybrid infrastructure and is able to scale computing resources up and down as demand requires.

In addition to Red Hat OpenStack Platform and Red Hat OpenShift Container Platform as the foundation of its hybrid cloud, Cathay Pacific has implemented additional Red Hat technologies, including:

Red Hat CloudForms to manage its new architecture across its IT footprints. CloudForms provides self-service provisioning, tracks costs, and helps drive compliance across virtual machines, containers, physical infrastructure, including both public and private clouds.

Red Hat Ansible Tower helps Cathay Pacific automate the creation of new environments and standardize change requests, reducing the number of errors while taking less overall time to provision. With Red Hat Ansible Automation as part of Red Hat Ansible Tower, change requests that used to take two weeks are now automated and completed within 15 minutes.

Red Hat Enterprise Linux, the world's leading enterprise Linux platform, provides a scalable, more secure, and supported Linux foundation for Cathay Pacific's infrastructure.

Red Hat Satellite provides a streamlined way for Cathay Pacific to keep its Red Hat infrastructure running efficiently, up-to-date with security patches, and compliant with various industry standards.

With its new IT architecture, Cathay Pacific is able to bring new services to market more expediently and better scale infrastructure to meet evolving application requirements. Throughput for application deployment has been increased by a factor of 10, from 20 to 200 changes a day, for both production and non-production environments, with little-to-no end user downtime around these updates. Additionally, the new cloud environment has led to a reduced infrastructure footprint in terms of hardware, maintenance, and operations cost. With improved efficiency and better resource utilization, Cathay Pacific has lowered the total cost of ownership for its production environments.

Red Hat Consulting assisted Cathay Pacific nearly every step of the way, from the initial discovery session to identifying requirements and business-drivers through to technology implementation. Working with Red Hat Consulting also provided Cathay Pacific with hands-on expert support and training during the migration, including ongoing support as needed.

Supporting Quotes

Matt Hicks, senior vice president, Engineering, Red Hat

"Globally, the airline industry is one of the most competitive and customer focused industries, making the customer experience extremely important as a marketable differentiator. By digitally transforming their infrastructure with Red Hat's leading cloud-native technologies, Cathay Pacific can not only deliver enhanced value to their customers much faster, but it has also restructured its IT capabilities to better position itself to meet future business demands."

Kerry Peirse, general manager, IT Infrastructure and Operations, Cathay Pacific Airways Limited

"We wanted to invest in technologies that would drive what matters most to our customers: their end-to-end experience with Cathay Pacific. Red Hat solutions have enabled us to deliver value to our customers much faster, with improved performance and stability. The new architecture also provides our IT teams more time to do what matters to us most - innovate and create more value for our customers."

Additional Resources

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Forward-Looking Statements

Certain statements contained in this press release may constitute "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements provide current expectations of future events based on certain assumptions and include any statement that does not directly relate to any historical or current fact. Actual results may differ materially from those indicated by such forward-looking statements as a result of various important factors, including: risks related to the ability of the Company to compete effectively; the ability to deliver and stimulate demand for new products and technological innovations on a timely basis; delays or reductions in information technology spending; the integration of acquisitions and the ability to market successfully acquired technologies and products; risks related to errors or defects in our offerings and third-party products upon which our offerings depend; risks related to the security of our offerings and other data security vulnerabilities; fluctuations in exchange rates; the effects of industry consolidation; uncertainty and adverse results in litigation and related settlements; the inability to adequately protect Company intellectual property and the potential for infringement or breach of license claims of or relating to third party intellectual property; changes in and a dependence on key personnel; the ability to meet financial and operational challenges encountered in our international operations; and ineffective management of, and control over, the Company's growth and international operations, as well as other factors contained in our most recent Annual Report on Form 10-K (copies of which may be accessed through the Securities and Exchange Commission's website at <http://www.sec.gov>), including those found therein under the captions "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations". In addition to these factors, actual future performance, outcomes, and results may differ materially because of more general factors including (without limitation) general industry and market conditions and growth rates, economic and political conditions, governmental and public policy changes and the impact of natural disasters such as earthquakes and floods. The forward-looking statements included in this press release represent the Company's views as of the date of this press release and these views could change. However, while the Company may elect to update these forward-looking statements at some point in the future, the Company specifically disclaims any obligation to do so. These forward-looking statements should not be relied upon as representing the Company's views as of any date subsequent to the date of this press release.

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