

aws marketplace

Red Hat Enterprise Linux (RHEL)

# Reviews, tips, and advice from real users



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# Product Recap



Red Hat Enterprise Linux (RHEL)

# Red Hat Enterprise Linux (RHEL)

## Recap

Red Hat Enterprise Linux is recognized for its stability, security, and performance, serving diverse industries with its robust support and seamless cloud deployment capabilities.

Red Hat Enterprise Linux provides comprehensive server applications across cloud environments, featuring tools like Ansible for enhanced user experience. It integrates OpenShift, Identity Management, and automation, supported by extensive documentation. Users seek easier upgrades, enhanced network virtualization support, and improved live patching.

### What are the key features of Red Hat Enterprise Linux?

- **Stability and Security:** RHEL is designed to provide a stable and secure environment, backed by consistent updates.
- **Cloud Deployment:** Easily deployable across cloud platforms, enhancing flexibility.
- **Integration with Ansible:** Enhances operational efficiency with powerful automation tools.
- **OpenShift and Containerization:** Supports modern app development with integrated OpenShift features.
- **Extensive Documentation:** Offers comprehensive resources for users to troubleshoot and optimize.

### What are the benefits of using Red Hat Enterprise Linux?

- **Reliable Support:** Benefit from extensive support options for seamless operation.
- **Enhanced Security:** Built-in features ensure data integrity and protection.
- **Increased Flexibility:** Suitable for diverse deployment environments, including on-premises and cloud.
- **Operational Efficiency:** Tools like automation and cloud navigation improve productivity.
- **Training and Resources:** Access to comprehensive training contributes to smoother implementations.

In sectors like finance, telecommunications, and education, Red Hat Enterprise Linux is crucial for running stable, secure systems. Its application spans web servers, data management, and containerization through tools like Kubernetes. Organizations adopt it for on-premises, virtualized, and cloud environments, ensuring robust infrastructure management.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The GUI is really interactive, and it's really easy to build from scratch.”



**Ray Ortega**

Server administrator at Northrop Grumman

- ✓ “I enjoy the patching processes and the way Red Hat Enterprise Linux has elements set up. I have never had a patch session fail, even when installing a thousand packages at a time.”



**Bruce Lundberg**

Linux HPC Systems Administrator at a manufacturing company with 5,001-10,000 employees

- ✓ “The feature of Red Hat Enterprise Linux (RHEL) I appreciate the most is the ability to build images from the Red Hat pipeline, which is very effective.”



**Sean Doyle**

Solutions Architect at a transportation company with 10,001+ employees

- ✓ “Red Hat Enterprise Linux (RHEL) is stable and secure; these are the two biggest factors that drive our usage.”



**Christopher Johnston**

Senior System Engineer at a manufacturing company with 10,001+ employees

- ✓ “The features of Red Hat Enterprise Linux (RHEL) that I appreciate the most include the most recent iterations such as no-downtime patching, live patching, and the ability to snapshot or snapshot LVM's; these features are more of a Linux capability, however, they have been really beneficial to us.”



**Tucker Hewitt**

Solutions Architect at a healthcare company with 10,001+ employees

- ✓ “It's the flexibility, almost the one-stop-shop nature, that Red Hat provides, that really creates an administrative-friendly environment.”



**Jason Cummings**

Senior software engineer at a financial services firm with 10,001+ employees

- ✓ “More applications are adopting a Red Hat way of operating. I personally observed many application teams port their applications to Red Hat due to these vulnerability considerations.”



**Anton Marquez**

Specialist Cloud and Infrastructure at LTI - Larsen & Toubro Infotech

## What users had to say about valuable features:

“I appreciate Red Hat Enterprise Linux (RHEL) for its stable product and good support. Red Hat Enterprise Linux (RHEL) helps me solve pain points through automation with tools such as Ansible. It helps mitigate downtime and lower risk because you can recover..”

**Khaled Raad**

Senior System Engineer at a financial services firm with 51-200 employees

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“My favorite feature of Red Hat Enterprise Linux (RHEL) is that it's a Linux server with Linux commands. These features have benefited my company by making it feel lightweight. If you know Linux commands, you can connect to it and still be able to navigate within that Linux environment. The benefit is that if you onboard a new developer and they know Linux commands, they could just jump on it immediately..”

**Kam Lam**

Senior Full Stack Engineer at a financial services firm with 5,001-10,000 employees

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“In my opinion, the best features of Red Hat Enterprise Linux (RHEL) are security, which is the main feature, and stability, as it's a stable product. The security of RHEL is beneficial because it is pretty good, and we get regular patches if there's an issue. The best security feature of RHEL, in my opinion, is the kernel patches.

RHEL helps me save time since if the OS is stable, I spend less time troubleshooting and can focus on my application. It helps mitigate downtime for sure..”

**JayShah2**

Principal Architect at a comms service provider with 10,001+ employees

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“I find the most valuable feature to be stability, as it is important for me, and we have all the functionality that we need because we are using mainly the KVM for running the virtual machines, along with other packages that are part of the operating system, such as HAProxy, Nginx, or other modules.

The knowledge base offered by Red Hat Enterprise Linux (RHEL) is very good; not only is the knowledge base excellent, but also the documents and the reported issues along with solutions on their website are very helpful..”

**Petr Bunka**

System Architect at CGI

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“Red Hat Enterprise Linux (RHEL) helps us solve pain points because every script and everything in RHEL is very human-friendly. We can automate processes, make changes according to our needs, edit files, add directories, and implement any modifications. Even in the RPMs, we can make changes according to our application needs, which is very helpful for us.

One of the features I appreciate most about Red Hat Enterprise Linux (RHEL) is its user-friendly interface. We have been using it continuously for this reason. As they are automating processes and introducing new methods, especially in RHEL 9, I thoroughly enjoy using the platform..”

**Syed Qidwai**

Linux Engineer at Verizon

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“The best features Red Hat Enterprise Linux (RHEL) offers are that it's a well-managed operating system, and I can use anything regarding the system and other features.

“It is good for performance, reliability, and updates.

“Red Hat Enterprise Linux (RHEL) has positively impacted my organization because its improved security helped our team to maintain compliance issues, even though it's a bit complex..”

**Samrat Zaman**

System Engineer & Principal Officer at Pubali Bank Limited

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# Other Solutions Considered

“Red Hat Enterprise Linux (RHEL) is basically from Fedora. I worked with Fedora and CentOS. Red Hat Enterprise Linux (RHEL), Fedora, and CentOS are all from the same Linux family. I have also used Ubuntu..”

**Mukesh Kumar S**

Openshift Administrator at Value Point Systems Pvt Ltd

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“I have worked with Goldman Sachs and Bank of America, and they all use Red Hat Enterprise Linux (RHEL) for their Linux servers. I haven't heard of any other solutions being used, though I haven't worked on the DevOps side to set up these systems. In all the environments I've used that are Linux-based, it has been Red Hat Enterprise Linux (RHEL) 6 or Red Hat Enterprise Linux (RHEL) 7..”

**Kam Lam**

Senior Full Stack Engineer at a financial services firm with 5,001-10,000 employees

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“I participated in a review to eventually switch to SUSE and to Oracle Linux as well. Oracle Linux is a definitive no, mainly because of the support. The support from Oracle's side is awful. I don't want to ever have a case with them because it's terrible. For SUSE, it was mainly a matter of cost-benefit since we didn't have the chance to go into depth on that because the cost was not a game-changer, and we would have had to reinstall the whole 7,000 servers, so it was too much to get the benefit from the reduced cost..”

**Daniele Palumbo**

Enterprise System Architect at Value Transformation Services

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“My experience with the pricing or licensing for Red Hat Enterprise Linux (RHEL) indicates that our clients never chose to purchase a license. I watched the prices a few months ago while considering buying one for myself, and they were expensive; it's not a reasonable price, especially for small companies. The business value of Red Hat Enterprise Linux (RHEL) is compatible and on the same level as other Linux distributions I have used. They all charge the same for their products. I usually don't see much difference. When I compare the price of Red Hat Enterprise Linux (RHEL) to that of Windows, they are basically the same price, just a little cheaper, a small fraction. All of these big corporations try to squeeze the clients as much as they can. The only exception is Broadcom, which seems to try to charge an absurd amount for their products..”

**Albert Lacerda**

Managing Partner at Dynamis Informatica

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“Security requirements were a primary consideration when choosing Red Hat Enterprise Linux (RHEL) for the cloud. We have Amazon Linux as. Red Hat is often the requirement, so we have to follow this path.

For many customers, security requirements drive them to choose Red Hat Enterprise Linux (RHEL). For example, while Amazon Linux on AWS is an available option, security policies and third-party software often specifically require RHEL. This compliance requirement effectively determines the path, making RHEL the mandatory choice in some situations..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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“We only consider other solutions before or while using Red Hat Enterprise Linux (RHEL) if it is a requirement, for example, if they have to have Windows, then nothing we can do. If that is the requirement, but other than that, I think it is pretty much the default in most cases. There are other players, Amazon Linux, of course. It just depends on what the use case is and what the requirements are. That dictates which way to go. In most cases, we go with Red Hat because that is what is required.

Red Hat Enterprise Linux (RHEL) is the default operating system in many cases, but alternates are considered when requirements allow. For instance, if a system explicitly requires Windows, we have no choice but to use that instead. While other options exist, our operating system selection is primarily driven by specific use cases and requirements. Most frequently, customers implement RHEL because it's either mandated by their requirements or is the most suitable choice for their needs. Their decision-making process is straightforward: RHEL is the go-to solution unless project specifications or technical requirements specifically demand an alternative..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“I don't think Red Hat Enterprise Linux (RHEL) is saving money because it is expensive, but saving time is a benefit because they have a lot of automation and good documentation, and it is a stable product..”

**Khaled Raad**

Senior System Engineer at a financial services firm with 51-200 employees

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“It brings ROI and measurable benefits. When support is needed for issues such as security vulnerabilities, ransomware protection, or bug fixes, Red Hat will resolve system downtime issues..”

**MOHAMMAD SANLAULAH**

Corporate Linux and Backup Administrator at a healthcare company with 10,001+ employees

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“We have seen a return on investment from Red Hat Enterprise Linux (RHEL) so far. I don't have any specific metrics, but the penalty we would have faced if Red Hat had not helped us in identifying the problem would have been millions of euros.

Red Hat helps to mitigate downtime and lower risks through support, engaging them at the right time to promptly resolve issues. Red Hat Insights also assists in this regard..”

**Daniele Palumbo**

Enterprise System Architect at Value Transformation Services

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“The primary return on investment (ROI) from Red Hat Enterprise Linux (RHEL) comes from two key areas: robust security and reliable support. The platform's strong security features protect daily operations, while Red Hat's consistent and dependable support ensures expert assistance is available whenever needed. This combination of security and readily available support creates significant value for the investment, providing peace of mind and operational stability..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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“The ROI with Red Hat Enterprise Linux (RHEL) is useful if the company requires accountability or a formal contract, because they usually need someone involved in some kind of accountability process when lawyers get involved. Only in that situation does it make sense to pay that price. Usually, companies that are required by law to have licensed products, such as banks and insurance companies, have obligations by law. This is especially true in Brazil, where the insurance market is very regulated. It makes sense for these companies to have a license contract, particularly in the case of security leaks and similar issues..”

**Albert Lacerda**

Managing Partner at Dynamis Informatica

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“This question of ROI would be unfair for me to answer. We are not using the full range of Red Hat Enterprise Linux (RHEL) products and are depending on other things. However, Ansible is doing very well with the new version, and in terms of workflow, it is easy to manage. Ansible has been performing very well, especially after IBM acquired Red Hat. IBM has enhanced Red Hat and Ansible very well, as they are famous for reporting and managing workflows..”

**Arsalan Orayedh**

Service Delivery Engineer at Gulf Air

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# Use Case

“I use Red Hat Enterprise Linux (RHEL) for the web server application. The application I refer to is the web server application. I use this product in the telecommunication industry. We use it mainly for web applications..”

**JayShah2**

Principal Architect at a comms service provider with 10,001+ employees

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“My main use case for Red Hat Enterprise Linux (RHEL) is for all the tasks, which can be utility services or web services, DNS, NTP, or identity service as well as mail service in my day-to-day work..”

**Samrat Zaman**

System Engineer & Principal Officer at Pubali Bank Limited

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“According to the price and if your use case is more worth saving, you can go with that. I can help determine what use case you want to pursue. If it is a small scale operation, you do not need to choose that option. If it is a huge business, you can definitely invest in Red Hat Enterprise Linux (RHEL)..”

**Mukesh Kumar S**

Openshift Administrator at Value Point Systems Pvt Ltd

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“Red Hat Enterprise Linux (RHEL) serves multiple purposes in our enterprise environment. It's used for running containerized workloads, third-party software, and tons of automation. RHEL predominately runs critical production systems because its versatility makes it suitable for various enterprise workloads..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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“My main use cases for Red Hat Enterprise Linux (RHEL) at this company include the development environment, where the dev environment is all in Linux. It's a server where you connect to via PuTTY, and it's currently running on Red Hat Enterprise Linux (RHEL) 7..”

**Kam Lam**

Senior Full Stack Engineer at a financial services firm with 5,001-10,000 employees

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“I am still working with Red Hat. I work with other Red Hat products as well, mainly with Red Hat Enterprise Linux (RHEL) and OpenShift, and I also use Red Hat JBoss, but JBoss is now deprecated. We are moving our applications to OpenShift. I would not improve anything because we are using RHEL mainly for system functions, virtualization of system virtual machines, some system parts of OpenShift for control plane and infrastructure nodes, and some technical virtual machines such as HAProxy, and we are satisfied with it..”

**Petr Bunka**

System Architect at CGI

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Red Hat Enterprise Linux (RHEL) helps solve pain points by being very easy to connect to, and it has an easy setup, though I didn't set it up as the DevOps people handled that..”

**Kam Lam**

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Senior Full Stack Engineer at a financial services firm with 5,001-10,000 employees

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“Setting up Red Hat Enterprise Linux (RHEL) is fairly easy; we have automated that. The setup process is fairly easy. It takes maybe 15-20 minutes to set up RHEL..”

**JayShah2**

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Principal Architect at a comms service provider with 10,001+ employees

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“I think it is easy to deploy it in our system; however, it might be difficult for me to answer all of the questions because I am not the only one who works with it. We are a team of several technical people, and I am the team leader, so maybe they would have more information..”

**Petr Bunka**

System Architect at CGI


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“When it comes to provisioning and patching Red Hat Enterprise Linux (RHEL) systems in our environment, we use Red Hat Satellite to carve out the image. We build our own image from Red Hat Satellite..”

**Syed Qidwai**

Linux Engineer at Verizon

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“My thoughts on the deployment with Red Hat Enterprise Linux (RHEL) are that it's easy, there are no problems at all. It's very easy, including in the cloud; they offer many partners, and it's really easy to move your loads to the cloud with Red Hat. I believe it's easier than with Microsoft. However, my clients usually do not get involved with this; most of them are Microsoft-based..”

**Albert Lacerda**

Managing Partner at Dynamis Informatica

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“My management of Red Hat Enterprise Linux (RHEL) systems is streamlined through AWS Systems Manager, particularly for provisioning and patching operations. The cloud environment simplifies this process significantly, as I have access to pre-configured Amazon Machine Images (AMIs) and built-in management tools. The system's orchestration and automation capabilities handle most of the work automatically, reducing the manual intervention to mainly scheduling tasks. This cloud-based approach has greatly simplified what was traditionally a complex system administration process, making RHEL management more efficient and less labor-intensive..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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# Customer Service and Support

“I have experience with customer service and technical support from Red Hat. When we encounter issues, we open a ticket with Red Hat, and they provide very good solutions..”

**Syed Qidwai**

Linux Engineer at Verizon

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“I am satisfied with Red Hat Enterprise Linux (RHEL)'s knowledge base. They have one of the best knowledge bases for their products with good documentation and articles that help solve issues without needing to open a case..”

**Khaled Raad**

Senior System Engineer at a financial services firm with 51-200 employees

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“I would evaluate the customer service and technical support of Red Hat Enterprise Linux (RHEL) as great. I am a former Red Hatter, so I might be a little skewed. But when I talk with customers, they love it. That is never a concern. .”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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“The customer support for Red Hat Enterprise Linux (RHEL) is exceptional; I have interacted with their support team, and it's awesome.

“I rate the customer support for Red Hat Enterprise Linux (RHEL) a 9 out of 10..”

**Samrat Zaman**

System Engineer & Principal Officer at Pubali Bank Limited

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“With a Technical Account Manager, we have a very individual approach. I would rate the technical support from Red Hat a ten out of ten.

The support has had a positive impact. I was able to go through a huge incident that required getting to the core of the problem, such as what happened with CrowdStrike. It involved an issue perceived on the LDAP server caused by a change performed in the code of Red Hat. My feedback is that the support is always great when addressing complex analysis, and that's the most important value-added aspect I will mention..”

**Daniele Palumbo**

Enterprise System Architect at Value Transformation Services

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“I assess the knowledge base offered by Red Hat Enterprise Linux (RHEL) as excellent; they have a great technology base on their website, but it requires a subscription. You might think you get free access, but I really don't prefer it. I usually find other sources. I know they have a very good knowledge base with excellent documentation, but I usually don't get access to it. I have not reached out to their support, so I do not have any personal experience with Red Hat support. The support that we really use from time to time is Oracle. My clients use the Oracle database, and they all pay for support. We use it because my partner, who is an Oracle database administrator, frequently deals with problems with Oracle and uses their support, and it works very effectively..”

**Albert Lacerda**

Managing Partner at Dynamis Informatica

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# Other Advice

“I absolutely give others looking into using Red Hat Enterprise Linux (RHEL) the advice to adopt RHEL for their other production systems. On a scale of 1-10, I rate Red Hat Enterprise Linux (RHEL) a 10..”

**Samrat Zaman**

System Engineer & Principal Officer at Pubali Bank Limited

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“I have experience with Red Hat solutions. I am familiar with Red Hat Enterprise Linux (RHEL), specifically Enterprise Linux. I have more than 12 years of experience with Red Hat Linux. Currently, I use Red Hat on-premises. I use this product in the telecommunication industry. We use RHEL strictly on-prem. Overall, I would rate my experience with RHEL an eight..”

**JayShah2**

Principal Architect at a comms service provider with 10,001+ employees

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“My advice to a company that's thinking of getting Red Hat Enterprise Linux (RHEL) is, as a user, go for it. I don't know any other product besides Linux and [Ubuntu](#), but I think Red Hat Enterprise Linux (RHEL) is good.

On a scale of 1-10, I rate Red Hat Enterprise Linux (RHEL) a 9 out of 10..”

**Kam Lam**

Senior Full Stack Engineer at a financial services firm with 5,001-10,000 employees

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“Red Hat Enterprise Linux (RHEL) can run anywhere, everywhere, so it is easy to run on any platform. On RHEL, it is a more general OS, so I don't know if there's a particular feature to consider.

Red Hat Enterprise Linux (RHEL) helps mitigate downtime and lower risk because you can recover, but upgrades require downtime. We mostly do in-place upgrades and haven't used migration much.

We are involved in upgrading RHEL 7 because it has reached end of life; sometimes we upgrade to eight or nine. I am already a Red Hat Accelerator and a reference.

Overall, I rate Red Hat Enterprise Linux (RHEL) eight to nine out of ten..”

**Khaled Raad**

Senior System Engineer at a financial services firm with 51-200 employees

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“Regarding system updates, our approach has evolved away from traditional upgrades. Instead of updating existing instances, we follow a more modern

deployment strategy: we create new instances with the desired specifications and simply decommission the old ones. This approach aligns with container methodology and works well with our automated infrastructure. The process is efficient and straightforward, eliminating the complexity of in-place upgrades.

As for rating Red Hat Enterprise Linux (RHEL), I would give it nearly a perfect 10. Its reliability is exceptional – once deployed, it runs consistently and dependably. RHEL has established itself as a trustworthy platform, similar to IBM's reputation in the mainframe world. Users can count on both the product's performance and Red Hat's ongoing support..”

**Steve M**

Solutions Architect at a tech vendor with 10,001+ employees

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“Reliability is key with Red Hat Enterprise Linux (RHEL), and the backend support from Red Hat is awesome. It is much easier to develop our own environment through Red Hat Enterprise Linux (RHEL) compared to other platforms such as Windows or [Ubuntu](#). It is very human-friendly and easy to manage.

My assessment of Red Hat Enterprise Linux (RHEL)'s built-in security for simplifying risk reduction and maintaining compliance is that, compared to other vendors such as [Ubuntu](#) and [Debian](#), Red Hat is more familiar with these aspects. We love to use RHEL.

Overall, I would rate Red Hat Enterprise Linux (RHEL) a ten..”

**Syed Qidwai**

Linux Engineer at Verizon

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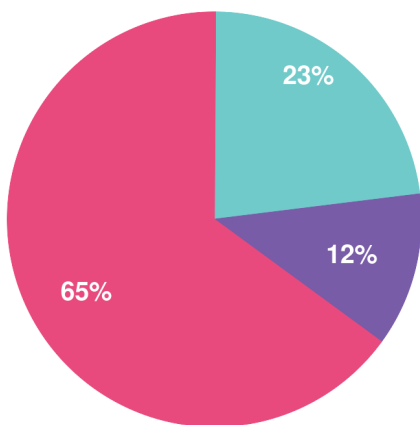


Government

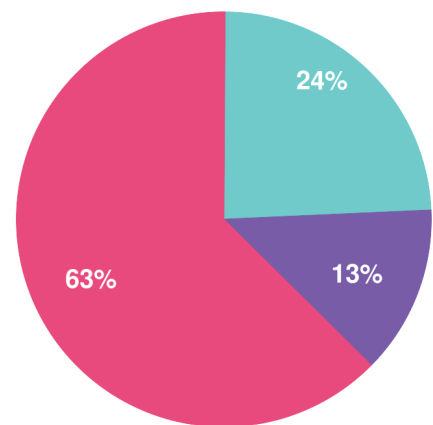


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by reviewers



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Large Enterprise

Midsize Enterprise

Small Business

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