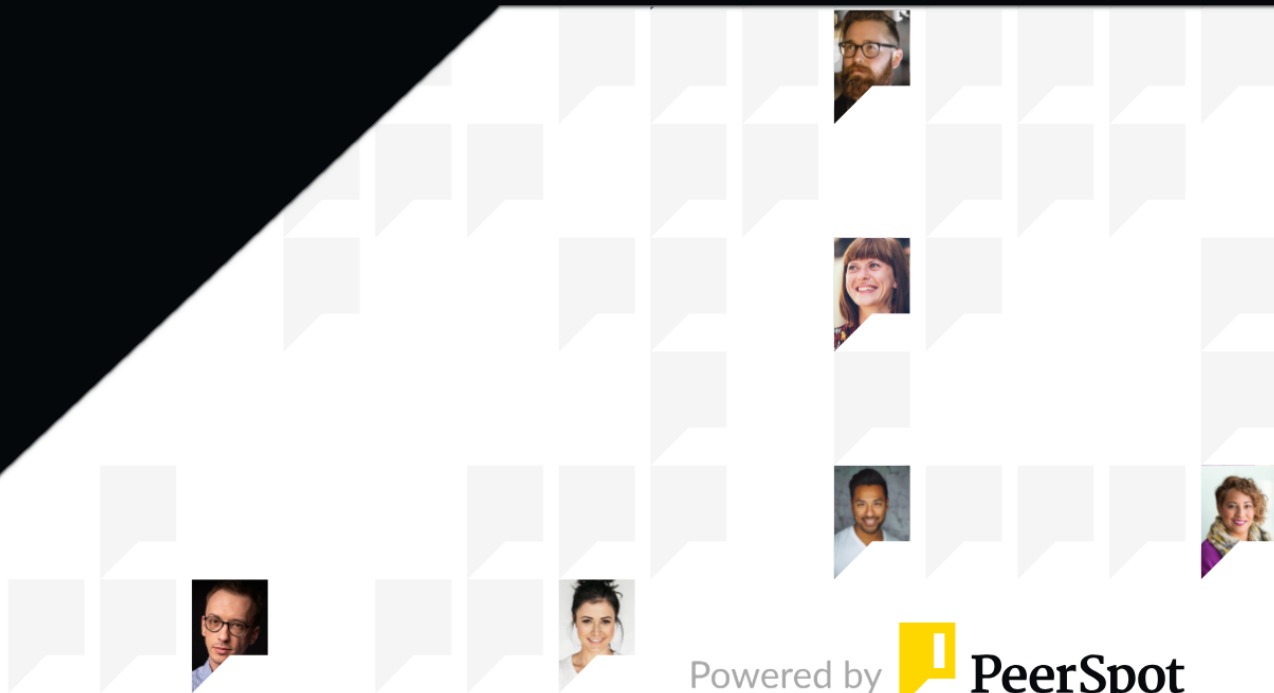




Red Hat Enterprise Linux (RHEL)

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 offers stability, security, and support for mission-critical applications with robust tools and scalable architecture, ideal for diverse environments and hybrid cloud compatibility.

Red Hat Enterprise Linux provides organizations with a reliable platform ideal for high-performance computing and virtualization. Known for its robust security and seamless network administration, it integrates well with OpenShift and Ansible, ensuring adaptability and scalability. Despite challenges with documentation, upgrade complexity, and cost, RHEL remains a formidable choice thanks to its comprehensive documentation and extensive community support.

What are the key features of Red Hat Enterprise Linux?

- **Stability and Security:** Maintains high stability and advanced security measures, critical for enterprise environments.
- **Extensive Support:** Offers robust support through community and documentation, assisting with problem-solving and integration.
- **Automation with Ansible:** Simplifies tasks and enhances efficiency, optimizing operations across the infrastructure.
- **Hybrid Cloud Compatibility:** Supports cloud environments, enabling flexibility and strategic deployments.
- **Scalable Architecture:** Adapts to different workloads, making it suitable for growing organizational demands.

What benefits should users look for when evaluating Red Hat Enterprise Linux?

- **Reliable Performance:** Ensures consistent and secure operations across diverse environments, including cloud infrastructure.
- **Efficient Management:** Centralized operations make it easy to manage enterprise workloads effectively.
- **Community and Documentation:** Access to a strong community and comprehensive documentation aids in resolving issues.
- **Integration Capabilities:** Easily integrates with technologies like OpenShift and SAP, enhancing operational versatility.
- **Adaptability:** Supports a wide range of environments and technical requirements, improving strategic deployment.

Organizations across industries like financial services, telecommunications, and application

hosting implement Red Hat Enterprise Linux for server and application management. Its compatibility with technologies such as SAP, Oracle, and Ansible supports functions including web, database, and enterprise solutions, ensuring stable and secure performance in high-pressure environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Red Hat Enterprise Linux (RHEL) has helped mitigate downtime and lower risk.”



Gowtham Chettikam

Vice President at a financial services firm with 10,001+ employees



“The feature of having a single pane of glass administration point for all systems improves my company's efficiency significantly as my scope of responsibility includes maintaining systems at about 40 data centers across the United States plus internationally.”



Brian Merwin

Cloud Engineer at a tech vendor with 1,001-5,000 employees



“From my perspective, the biggest return on investment when using RHEL is security, as I invest effort and money in RHEL 8 expecting the system to be secure and reliable when serving my clients, and RHEL is definitely helpful in that regard.”



Suresh Babu Thatikonda

Associate Director at a financial services firm with 10,001+ employees



“Red Hat Enterprise Linux offers long-term stability and security, allowing for prolonged periods without reboots, and we are promptly notified by Red Hat whenever any zero-day security vulnerabilities or loopholes are discovered.”



TonyHe

Vice President at a financial services firm with 10,001+ employees



“The customer service and technical support for Red Hat Enterprise Linux (RHEL) have been phenomenal.”



John Van Zant

Senior Network & Systems Technologist at a outsourcing company with 5,001-10,000 employees



“From a technical point of view, the biggest return on investment when using Red Hat Enterprise Linux (RHEL) is the integration with Satellite, along with the different integrations with automation tooling that you can do.”



Adam Fulton

Rhel Openshift Admin at a insurance company with 5,001-10,000 employees



“Red Hat Enterprise Linux (RHEL) helps me solve pain points by being a quite integrated system, and working together with Ansible and the Ansible Automation Platform, we did a lot to have a standardized platform, including consistent hardening and everything in a very good managed way.”



Ernst Reiter

Senior Manager at a manufacturing company with 5,001-10,000 employees

What users had to say about valuable features:

“Some of the best features of RHEL include its exceptional stability, enterprise-level security, and long-term support. The operating system performs reliably even under high workloads, making it ideal for mission-critical environments. Features like SELinux, Podman, system roles, and integrated automation tools improve security and administrative efficiency. Another major advantage is the extensive documentation and strong vendor support provided by Red Hat, which helps organizations quickly resolve issues and maintain high availability..”

Akhil Kumar Bhalani

Deputy Manager at Jio platform Pvt Ltd

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“Red Hat Enterprise Linux (RHEL) offers enterprise security and really well-written documentation.

The most important security feature in the Red Hat ecosystem is the errata data, combined with Satellite. It tells you exactly which component is vulnerable, which versions of Red Hat Enterprise Linux (RHEL) are affected, and overall the documentation provided with errata is easily readable for various audiences (for example a summary for management as well as more technical for engineers).

Red Hat Enterprise Linux (RHEL) has helped to mitigate downtime and lower risk by providing kpatch. These are kernel patches, which allow us to apply security patches to a running kernel. We can then plan a full reboot outside of office hours.

The Red Hat Offline Knowledge base offered by Red Hat Enterprise Linux (RHEL) is really helpful. In a disconnected environment it allows you to search all documentation and errata up to a given date without having to reach out for the internet to check the details..”

Niek Beernink

Dev Ops Engineer at a tech vendor with 10,001+ employees

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“Red Hat Enterprise Linux (RHEL) helps me solve pain points because Linux in general is easy to work with. The automation is straightforward. Because we have an ecosystem of Red Hat OpenShift, Ansible, and Red Hat Enterprise Linux (RHEL), the integration flows naturally.

“The features of Red Hat Enterprise Linux (RHEL) that I prefer most are the security features, which are very useful. The domain join realm and SELinux are also excellent.

“For navigating our security risks with Red Hat Enterprise Linux (RHEL), we currently use SELinux for security. We do not use Lightspeed at this time. We have FirewallD and other services for security. For identity management, we have our own Kerberos agents that we use for identity purposes.

“Satellite helps maintain our environment overall because we have integration with Ansible and the Ansible Automation Platform. When we need to create a new VM, we start with Satellite and have all the bootstrap processes integrated with Ansible. The VM then comes up automatically, and we provide it to customers or whoever wants to use it.

“Red Hat Enterprise Linux (RHEL) has helped me mitigate downtime and lower risks.

“The capabilities of Red Hat Enterprise Linux (RHEL) that have assisted me with this are mainly the integration aspects, such as Satellite and the Ansible Automation Platform. Everything has helped us reduce downtime for customers and accelerate VM deployment..”

Verified user

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Systems Engineer at a comms service provider with 1,001-5,000 employees

“The features that stand out the most in Red Hat Enterprise Linux (RHEL) are its stability, security, and long-term support. I also value SELinux for built-in security, DNF or Yum for package management, systemd for service management, and the performance and reliability it provides for enterprise workloads. Another strong point is the seamless integration with Red Hat tools such as OpenShift, Ansible, and Satellite, which makes infrastructure management much easier.

“The feature I rely on the most in Red Hat Enterprise Linux (RHEL) is its stability. Since we manage production servers and OpenShift environments, having an operating system that runs reliably with minimal downtime is very important. It allows us to focus on deployments and troubleshooting without worrying about OS-level issues, making day-to-day administration much more efficient.

“I would also mention the excellent documentation and large enterprise community around Red Hat Enterprise Linux (RHEL). It makes troubleshooting and learning much easier, and because it is widely used in enterprise environments, finding best practices and support resources is straightforward.

“Red Hat Enterprise Linux (RHEL) has improved the stability and reliability of our infrastructure. Since adopting it as our standard operating system, we have experienced fewer system-related issues, better uptime, and a consistent environment for deploying applications and OpenShift clusters. It has also simplified server administration and troubleshooting, helping the team resolve issues more quickly and maintain a secure, stable platform.

“We did not track formal KPIs, but we did notice practical improvements since adopting Red Hat Enterprise Linux (RHEL). For example, server provisioning that used to take a few hours became much faster because of standardized RHEL configurations and automation. Troubleshooting time also reduced since the environment was consistent across servers, and we have experienced very few OS-related outages. Overall, it has helped improve operational efficiency and system reliability..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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“On a scale from one to ten, I would rate the technical support for Red Hat Enterprise Linux (RHEL) at nine out of ten.

“My major appreciation is how quickly they respond to calls; in my experience, it is much faster than all of the other major OEMs we have, such as Microsoft, Oracle, and IBM. Their response time is roughly the same as IBM, which is far better than the other OEMs I have. Especially if you raise a severity one case, they will respond in less than an hour, and you can always get an engineer on a Teams or Zoom call to actually see the problem you are having, rather than just sending commands to collect log files, uploading them to the portal, and waiting for their analysis. It is much easier, especially when you are in a crisis, to have someone on call with you.

“In terms of provisioning and patching Red Hat Enterprise Linux (RHEL) systems, I utilize Red Hat Satellite servers that essentially collect all of the patches advertised by Red Hat. We store these on-premises on a distribution server, the same server as the Satellite server, but for automation, we currently use Ansible to trigger the updates we want applied to the servers.

“Red Hat Enterprise Linux (RHEL) makes it easier to manage my hybrid cloud environment in some aspects, especially in terms of patching. Around Red Hat Satellite, I can onboard any server I have as long as I maintain a direct line of sight in terms of network. However, for comprehensive management of both private and public clouds, I honestly have not interacted with a solution from Red Hat that allows for that. I might not be aware of such a solution, but I have not experienced it.

“My initial setup with Red Hat Enterprise Linux (RHEL) is straightforward; it is not substantially more difficult to deploy any Red Hat-based systems than it is for other Linux or open-source systems. The process is essentially the same, but with the backup of support, if something goes wrong, having enterprise support allows for quick assistance. Overall, I find it somewhat easier to deploy on Red Hat Enterprise Linux (RHEL).

“The upgrades and migration on Red Hat Enterprise Linux (RHEL) are also straightforward; Red Hat provides a step-by-step guide with instructions and commands for upgrading servers from Red Hat seven to eight, and from eight to

nine. They even include potential issues you might face and how to resolve them, which is very helpful..”

TrevorOmondi

Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

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“The security requirements when deploying Red Hat Enterprise Linux (RHEL) are essential, and you have to perform certain steps to harden the core OS, which we have been following over the years. We have developed a regime on how to secure the OS when putting it into production, and for any OS, whether it be Windows or Red Hat Enterprise Linux (RHEL) or any other variant of Linux, we have a process of hardening the OS, performing some basic security checks before putting it into production. That has been the key throughout my career. There are no particular security requirements for Red Hat Enterprise Linux (RHEL), but as a general rule, when you put an operating system into production, you perform a set of processes to harden the OS. Obviously, patching is one of them; you patch it up to the latest level to keep clear of known vulnerabilities. Then, you harden the OS in your own environment, ensuring certain services are up and running, avoiding any extra accounts on the machine, shutting down unnecessary services, and making kernel configurations for hardening. There is a long list that is common for any Linux operating system we use in our production environment, and we harden it before we put it into production.

“The most reliable function I find in Red Hat Enterprise Linux (RHEL) is the stability of the platform. The stability of the operating system is crucial when you are running mission-critical services; you want to keep them running 24/7/365 with no downtime for the services. Unlike other operating systems, for example, with Windows, you have patches after which you need to reboot the OS. If you are not running your services in a cluster, you have to afford downtime for that service. What I really appreciate about Linux, particularly the latest versions and other variants like Oracle Enterprise Linux (OEL), is that they have developed mechanisms where you can patch even the kernel vulnerabilities without rebooting the OS. That is a key feature for me because we have been running some mission-critical services over the years, and I have kept my servers up and running for almost four years in a row with not a single second of downtime.

“The main benefit that Red Hat Enterprise Linux (RHEL) provides for me is the stability of the environment in which I am running it. When running mission-critical services, I need a reliable operating system, and Red Hat Enterprise Linux (RHEL) provides the maximum stability of the infrastructure. It also offers scalability, which saves money when things are scalable, and there are no issues

running the system without downtime, as that also costs money. Stability and scalability are key benefits.

“Red Hat Enterprise Linux (RHEL) helps to mitigate downtime and lower risk because mostly, the infrastructure runs in the form of clusters. With OpenShift, I do not run a single node; we have underlying operating systems, and then we deploy clusters. When running clusters, there is very little chance of downtime. Whenever there is a problem in a node or a service, especially in today's microservices architecture, the nodes run on different hosts, and the application remains up and running in no time with no downtime for the service..”

Verified user

Director at a government with 1,001-5,000 employees

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Other Solutions Considered

“Red Hat Enterprise Linux (RHEL) has been the standard operating system for our enterprise infrastructure since I joined my organization. I have not worked with a different enterprise Linux distribution in this environment, so there was not a migration or switch during my time there..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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“I do not really see advantages that Red Hat's competitors have over them; for most of the products I interact with in the Red Hat ecosystem, they are mostly available on almost all other distributions. While Red Hat does offer security and support advantages, most other items are similar across different distributions..”

TrevorOmondi

Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

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“I have used other enterprise Linux distributions extensively in a production environment, so I cannot make a direct comparison based on hands-on experience. However, from my experience with Red Hat Enterprise Linux (RHEL), its enterprise support, long-term stability, SELinux, and integration tools such as OpenShift and Red Hat Insights provide strong business value..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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“I used SUSE Linux and CentOS before Red Hat Enterprise Linux (RHEL). Red Hat Enterprise Linux (RHEL) is much better than CentOS and SUSE. Red Hat Enterprise Linux (RHEL) provides its own cloud, OpenStack. .”

Akhil Kumar Bhalani

Deputy Manager at Jio platform Pvt Ltd

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“When running a community edition, you have to put in an effort and rely on the community for any issues or help needed. When you buy Red Hat Enterprise Linux (RHEL), a company sits behind your operating system, providing support. The same goes for Oracle Enterprise Linux, which is binary compatible with Red Hat Enterprise Linux (RHEL); Oracle is there to support at the backend. With these kinds of operating systems, knowing that a full-fledged company is behind your operating system provides the required technical skill, manpower, and resources to support you in case you encounter any trouble..”

Verified user

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Director at a government with 1,001-5,000 employees

“In terms of technical aspects, I find Red Hat Enterprise Linux (RHEL) and Oracle Enterprise Linux (OEL) mostly the same as they are binary compatible. It does not matter to a service whether I am running it on Red Hat Enterprise Linux (RHEL) or Oracle Enterprise Linux. The final decision point for me comes down to pricing; Oracle sometimes offers very good discounts due to their various services such as databases and Oracle Cloud. Red Hat Enterprise Linux (RHEL) has similar pricing models, but cost can often be a concern for me because Red Hat Enterprise Linux (RHEL) tends to be a bit more expensive compared to Oracle Enterprise Linux, though technically they are quite similar with no issues..”

Verified user

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Director at a government with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

“From a technical point of view, the biggest return on investment when using Red Hat Enterprise Linux (RHEL) is the integration aspect. Working with OpenShift and having VMs on it is very smooth. Even though some features are not intuitive, the integration is seamless..”

Verified user

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Systems Engineer at a comms service provider with 1,001-5,000 employees

“We have seen a return on investment mainly through improved operational efficiency rather than reducing headcount. Red Hat Enterprise Linux (RHEL) stability and standardized management have reduced the time spent on troubleshooting and routine maintenance. For example, server provisioning and patching are more streamlined, and we have experienced fewer OS-related issues. Overall, it has helped save time, improve uptime, and allow the team to focus on higher-value tasks instead of resolving operating system issues..”

Prathamesh Misal

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Associate System Engineer at Dhanyaayai Enterprise Private

“Regarding return on investment, I think it would be difficult for me to justify, but I would say it exists. In the finance industry, support is key. Recently, I had a significant incident on one of my servers; although I spent an entire day troubleshooting it, Red Hat support helped us bring it up within three hours of the call. Considering that I experienced financial loss during the downtime, I would say the ROI is definitely there, though it might depend on the industry..”

TrevorOmondi

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Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

“The biggest return on investment when using Red Hat Enterprise Linux (RHEL), from my point of view, is the support and the integration with Red Hat's cloud features. The documentation is really good, and before, when I searched for something about a fix, Red Hat documentation would often come up, and I would not have access to it. Now that I have access to it, the solutions given are usually straight to the point, such as "Run this command and we fix the problem." That has definitely been a lifesaver..”

Rachid Jean

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System Administrator at a educational organization with 1,001-5,000 employees

“The biggest return on investment when using Red Hat Enterprise Linux (RHEL) comes from the reduction in time spent on manual labor associated with a fractured infrastructure. By standardizing on Red Hat Enterprise Linux (RHEL) as much as possible, my day goes faster and I can use my time more effectively. This also allows us to operate with a reduced head count because we do not need to add more personnel to solve problems as things are more standardized; that is really the biggest factor for me..”

Brian Merwin

Cloud Engineer at a tech vendor with 1,001-5,000 employees

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“I have been using Red Hat Enterprise Linux (RHEL) for two years, and before that, I have been using Ubuntu and other Linux-based systems for another two years.

“We have done major version upgrades from RHEL 6 to 7, 7 to 8, 8 to 9, and soon 9 to 10, all with the Leapp tool, which is sometimes a pain in the butt. It is nice because it shows you and spits out the output of everything that needs to be resolved, but sometimes resolving those things across 800 hosts is a lot of work. I have a project right now to POC Ansible Automation Platform, hoping to bring it into the organization depending on licensing costs, but those decisions are above my pay grade. Attending talks here, I have learned a lot about bootc and the RHEL image mode and how that should make upgrades a lot less painful, as instead of upgrading a host and dealing with things that can change across versions, you are just writing a new container file and updating the container image..”

Adam Fulton

Rhel Openshift Admin at a insurance company with 5,001-10,000 employees

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Use Case

“Red Hat Enterprise Linux (RHEL) We primarily use RHEL for hosting enterprise applications, database servers, virtualization workloads, web services, automation platforms, and secure production environments. It is also used for managing cloud-based deployments and containerized workloads in hybrid infrastructure environments.

My primary use case for RHEL is working with Docker containers and managing development environments. I use it for running containerized applications, installing development and DevOps tools, hosting services, and managing enterprise workloads in a stable Linux environment..”

Akhil Kumar Bhalani

Deputy Manager at Jio platform Pvt Ltd

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“I use Red Hat Enterprise Linux (RHEL) for servers as well as workstations.

Our site has around 3,000 workstations that our developers are building our software on. For servers (~1000), we are using it for self-hosting tools required for software development and testing.

Furthermore, we are also working on implementing a process for using Image Builder to build a Standard Operating Environment image deploy that to virtual machines. Then we use RHEL System Roles and a lot of custom ansible roles to manage the state of the machines..”

Niek Beernink

Dev Ops Engineer at a tech vendor with 10,001+ employees

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“Over the period of my career, I have been using Red Hat Enterprise Linux (RHEL) initially in my first job at a research center, where we used it as a base operating system. Different variants of Red Hat, including CERN certified Linux and Red Hat, were used extensively at that time as a base OS for our organization. We have used it for running various infrastructure services. In my current office, we are using it to run an OpenShift cluster, so the base operating system is Red Hat Enterprise Linux (RHEL).

“We have performed a couple of migrations from cloud to on-prem with Red Hat Enterprise Linux (RHEL), and they were smooth. They did not cause us much trouble..”

Verified user

Director at a government with 1,001-5,000 employees

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“My main use cases for Red Hat Enterprise Linux (RHEL) are for applications, primarily. We provide Red Hat Enterprise Linux (RHEL) to other teams because we are from the operations team and have infrastructure responsibilities. We provide Red Hat Enterprise Linux (RHEL) VMs for developers and other teams to run their applications on.

“Before adopting Red Hat Enterprise Linux (RHEL), my company used many Windows VMs. From the time I have been working in the company, we have been a Linux shop with Red Hat Enterprise Linux (RHEL) VMs, along with a few Windows VMs..”

Verified user

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Systems Engineer at a comms service provider with 1,001-5,000 employees

“In my current role as an Enterprise Systems Engineer, my daily responsibilities involve provisioning Red Hat Enterprise Linux (RHEL) servers, dealing with all the assets, users, storage, troubleshooting whenever there is an issue, and everything in between.

“The business value of Red Hat Enterprise Linux (RHEL), especially in a production environment, is highlighted by response time when I encounter an issue. When my production is down, every additional minute of unplanned downtime means a fine from the regulator. In situations like that, if I have major downtime and support responds to my emergency in fifteen minutes, that is much better than a response in thirty or forty-five minutes. Beyond support, I appreciate Red Hat's commitment to security; my servers require third-party packages for my applications. The fact that Red Hat tests every package before adding it to their repositories gives me peace of mind regarding security. If any problems arise with Red Hat Enterprise Linux (RHEL) packages, I am eligible for support, and they often provide analysis and patches. Therefore, the three biggest selling points for me are patching, security, and support..”

TrevorOmondi

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Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

“Red Hat Enterprise Linux (RHEL) serves as the operating system for our enterprise infrastructure. We use it to host applications, Kubernetes and OpenShift clusters, and other critical services that we perform day-to-day operations on.

“One project I relied heavily on Red Hat Enterprise Linux (RHEL) was deploying a Red Hat OpenShift cluster. I used RHEL to prepare the bastion host, configure networking, DNS, HAProxy, storage, and install the required packages. After deployment, I also performed troubleshooting and day-to-day operations such as system updates, log analysis, and resolving service issues, as RHEL provided a stable and secure platform throughout the project.

“We also use Red Hat Enterprise Linux (RHEL) as the standard operating system across our servers because of its reliability and enterprise support. It integrates well with tools such as OpenShift, Ansible, and VMware, making it easier to manage and maintain our infrastructure consistently..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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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.

“I would describe the experience of deploying Red Hat Enterprise Linux (RHEL) as straightforward. It is not complicated. We use Satellite to deploy the VMs and the process is very straightforward with minimal complexity..”

Verified user

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Systems Engineer at a comms service provider with 1,001-5,000 employees

“My initial setup with Red Hat Enterprise Linux (RHEL) is straightforward; it is not substantially more difficult to deploy any Red Hat-based systems than it is for other Linux or open-source systems. The process is essentially the same, but with the backup of support, if something goes wrong, having enterprise support allows for quick assistance. Overall, I find it somewhat easier to deploy on Red Hat Enterprise Linux (RHEL)..”

TrevorOmondi

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Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

“We manage our Red Hat Enterprise Linux (RHEL) systems using standard Red Hat tools such as DNF or Yum for package management and system updates, along with automation where needed. For provisioning, we follow standardized server configurations to ensure consistency across environments. Overall, I am very satisfied with the management experience because patching is straightforward, the tools are reliable, and maintaining multiple servers is efficient..”

Prathamesh Misal

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Associate System Engineer at Dhanyaayai Enterprise Private

“I would describe my experience with the deployment process of Red Hat Enterprise Linux (RHEL) as initially complicated due to the licensing model of Azure, which was a little confusing. However, afterwards, we created some Terraform configurations to deploy Red Hat Enterprise Linux (RHEL) in Azure, and since then, it has been one enter button..”

Rachid Jean

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System Administrator at a educational organization with 1,001-5,000 employees

“The deployment process of Red Hat Enterprise Linux (RHEL) really depends on your environment because if you have VMware, you have one way of doing it, and if you have Nutanix, you have another way of deploying Red Hat Enterprise Linux (RHEL). We use Ansible to deploy, so we just have to configure it for the environment that we're using..”

Sohrab Aidun

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Senior Systems Engineer at a retailer with 51-200 employees

“I would describe the deployment process of Red Hat Enterprise Linux (RHEL) as very straightforward, especially with the changes we are experiencing with image mode deployments. This new approach makes it almost more straightforward because I am not having to deal with RPM packaging, and I do not necessarily have to package my own RPMs for custom deployment. I am looking forward to these changes, though deploying image mode from a registry can affect network bandwidth as it involves pulling the entire operating system rather than a small update, which could make time to deployment smaller while providing more consistency across the board..”

Brian Merwin

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Cloud Engineer at a tech vendor with 1,001-5,000 employees

Customer Service and Support

“I have opened a couple of support cases, and the support experts at Red Hat are extremely knowledgeable. There has not been a case that I have opened that was unable to be solved. I would rate them ten out of ten..”

Adam Fulton

Rhel Openshift Admin at a insurance company with 5,001-10,000 employees

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“Since I did not interact directly with Red Hat support very often because most issues were handled internally by our team, I can say that whenever we referred to Red Hat's knowledge base and official documentation, they were comprehensive and very helpful for troubleshooting..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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“Recently, I had a significant incident on one of my servers; although I spent an entire day troubleshooting it, Red Hat support helped us bring it up within three hours of the call. Considering that I experienced financial loss during the downtime, I would say the ROI is definitely there, though it might depend on the industry..”

TrevorOmondi

Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

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“I evaluate the customer service and technical support from Red Hat as very good. I have never had any issues with the technical support. I have created multiple tickets with the Red Hat team and they have been quick and effective at responding and fixing the issues. I would rate the customer service and technical support a nine out of ten..”

Verified user

Systems Engineer at a comms service provider with 1,001-5,000 employees

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“I would rate technical support from Red Hat Enterprise Linux (RHEL) somewhere between eight and nine because they have been very good in providing support. I never had any issue with the support; whenever we raised a ticket, we got a satisfactory answer and reply from the support, with a timely response. That is a key feature of Red Hat Enterprise Linux (RHEL), and it makes a significant difference compared to using a community edition of a Linux variant. Red Hat Enterprise Linux (RHEL) is a company that supports you, and they are there with the support and all the other services they provide..”

Verified user

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Director at a government with 1,001-5,000 employees

“Red Hat Enterprise Linux (RHEL) provides strong customer service and technical support for enterprise environments. The support team is knowledgeable, responsive, and helpful in resolving server, security, and system-related issues. The official documentation, knowledge base, and community resources are also very useful for troubleshooting and learning new technologies. In many cases, issues can be resolved quickly using Red Hat’s support articles and technical guidance. Overall, the support experience is professional and reliable for organizations managing critical production systems..”

Akhil Kumar Bhalani

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Deputy Manager at Jio platform Pvt Ltd

Other Advice

“Look at the interactive labs provided by Red Hat, they give a great hands-on experience and show off the benefits would advise others looking into using Red Hat Enterprise Linux (RHEL) to investigate the training that is available. .”

Niek Beernink

Dev Ops Engineer at a tech vendor with 10,001+ employees

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“I am pretty much satisfied with managing my Red Hat Enterprise Linux (RHEL) system. There has never been an issue when it comes to provisioning or patching. When you are running an environment with a lot of servers, you can now use configuration manager tools to keep your cluster up and running in no time. You can manage your configurations across the clusters to be similar, down to a dot in the config file, and that is not a problem. Red Hat Enterprise Linux (RHEL) supports these tools, and provisioning has always been a pleasant experience without any issues causing us much trouble.

“I have experience with the knowledge base and it has always been very helpful. We have utilized the documentation extensively because when deploying new services, they have comprehensive and detailed documentation which is very helpful.

“I can recommend Red Hat Enterprise Linux (RHEL) to other users without hesitation. My overall rating for this product is 9.5..”

Verified user

Director at a government with 1,001-5,000 employees

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“I would assess the knowledge base offered by Red Hat Enterprise Linux (RHEL) as very good. I believe there could be more information available. Red Hat Enterprise Linux (RHEL) in general is excellent, but counterparts such as OpenShift could improve with respect to documentation and the knowledge base.

“We performed a major version upgrade of Red Hat Enterprise Linux (RHEL) using the Leapp upgrade tool manually. Although the process has been automated, we have not used automation to upgrade many VMs. We successfully upgraded forty to fifty VMs from Red Hat Enterprise Linux (RHEL) version seven to eight and from eight to nine using the Leapp upgrade.

“The advice I would give to other companies is that from the time of deployment until the customer uses the system, having a pipeline ready and integration prepared for every component makes it much easier to deploy and use Red Hat Enterprise Linux (RHEL). I would rate this product an eight out of ten overall..”

Verified user

Systems Engineer at a comms service provider with 1,001-5,000 employees

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“On a scale from 1–10 (1 = worst, 10 = best), how would you rate Red Hat Enterprise Linux (RHEL) overall? What advice would you give to other organizations considering Red Hat Enterprise Linux (RHEL)?

I would rate Red Hat Enterprise Linux (RHEL) 10 out of 10 for its stability, security, and enterprise performance. RHEL is very user-friendly and highly reliable for server environments, Docker workloads, and automation tasks. The platform makes it easy to install tools, manage services, and build automation scripts using shell scripting and CI/CD pipelines like [Jenkins](#).

One of the biggest advantages of RHEL is its strong security architecture. The Linux kernel and networking security features provide a secure environment for enterprise servers and applications. It is very difficult to bypass the kernel-level

security controls, which makes RHEL a trusted platform for production systems.

Another major benefit is the Red Hat knowledge base and learning resources, which help users improve their Linux and automation skills through practical documentation and training materials. I currently use shell scripting extensively for automation and Docker deployments, and RHEL provides an excellent environment for this work.

My advice to organizations considering RHEL is to choose it if they need a secure, stable, and enterprise-grade Linux platform with strong support for automation, Docker, DevOps, and cloud environments. It is especially valuable for organizations that require long-term reliability, easy server management, and strong security features..”

Akhil Kumar Bhalani

Deputy Manager at Jio platform Pvt Ltd

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“I rate Red Hat Enterprise Linux (RHEL) a nine out of ten. It is a highly stable, secure, and enterprise-grade operating system with excellent long-term support and seamless integration with tools such as OpenShift and Ansible.

“The only reason I would not give Red Hat Enterprise Linux (RHEL) a ten is that the subscription model can be a bit complex, and the learning curve is steeper for beginners. Overall, it is one of the best enterprise Linux platforms.

“From my experience, the AI capabilities around Red Hat Enterprise Linux (RHEL) are more focused on assisting system administration rather than replacing it. Features such as [Red Hat Insights](#) use predictive analytics to identify security risks, configuration issues, and potential vulnerabilities before they become a problem. This helps improve governance by keeping systems compliant and makes security management more proactive while still allowing administrators to review and control any recommended actions.

“In my experience, the recommendations from Red Hat Insights are generally accurate and reliable. They help identify configuration issues, security vulnerabilities, and performance recommendations based on Red Hat's knowledge base. We still review the recommendations before applying them in production, but overall, they have been useful for proactive maintenance and reducing potential issues.

“I would recommend Red Hat Enterprise Linux (RHEL) to organizations that need a secure, stable, and enterprise-grade operating system for production workloads. It is especially valuable if you are using technologies such as OpenShift, Ansible, or other Red Hat products because of the strong integration. My advice is to plan your subscription and licensing requirements in advance, follow Red Hat best practices, and make good use of the official documentation and knowledge base to get the most out of the platform. I rate this product nine out of ten overall..”

Prathamesh Misal

Associate System Engineer at Dhanyaayai Enterprise Private

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“My company uses Red Hat Enterprise Linux (RHEL) on a private cloud, but I have a mixture of both; I have some of my servers on VMware and others on [Azure](#).

“Approximately, us admins and application support teams consist of a team of thirty people. Others normally access through whatever application is running there, meaning that if it is a web application running on Apache, end users will access it through the web portal but not directly to the server.

“My system lifecycle practices in the cloud are similar to my on-premises or virtualization practices; it is the same template in terms of how often we patch and perform vulnerability analysis. The lifecycle is pretty much the same, only that I have only test environments on the public cloud and production on my private cloud.

“In East Africa, I see that Red Hat Enterprise Linux (RHEL) is popular among

financial institutions, but non-financial institutions tend to prefer more open distributions due to cost. For financial institutions, security and support are key selling points, which makes Red Hat Enterprise Linux (RHEL) quite popular.

“The knowledge base offered by Red Hat features documentation that is quite easy to digest and organized well, allowing users to find articles based on topic. They provide descriptions of what you are dealing with and any commands necessary to get particular functionalities working; overall, they are doing a good job with documentation.

“There is no exact limitation when integrating Red Hat Enterprise Linux (RHEL) with other products or third-party solutions; they do not discourage running other applications on their systems. Essentially, the same capability available on a supported version of Red Hat Enterprise Linux (RHEL) can also run on an unsupported version and on any other distribution besides Red Hat Enterprise Linux (RHEL). Therefore, I do not see either an advantage or disadvantage there.

“My overall review rating for Red Hat Enterprise Linux (RHEL) is nine out of ten..”

TrevorOmondi

Cloud And Infrastructure Engineer at a financial services firm with 1,001-5,000 employees

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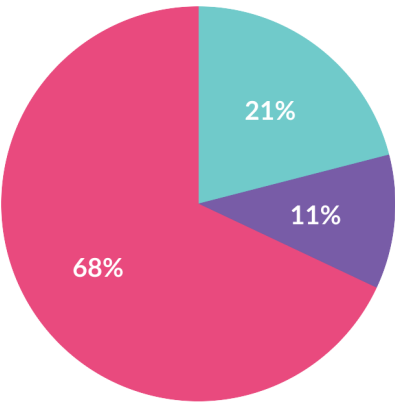
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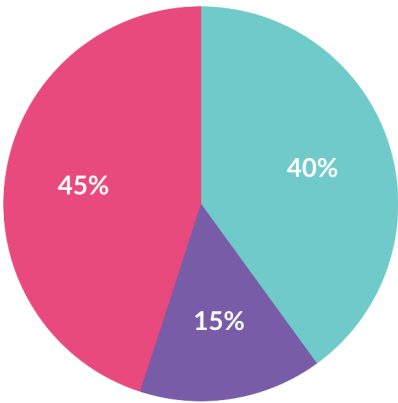


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