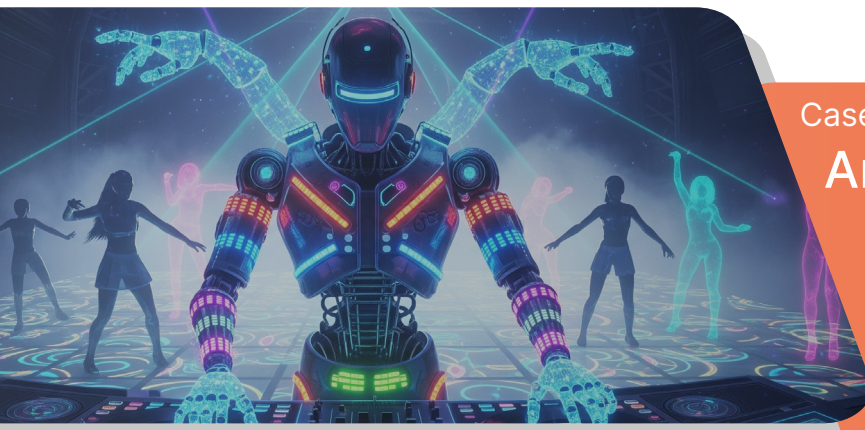




Case study

Ansible Automation Powered Client's Performance Exponentially!

Red Hat Ansible Automation Platform &
Satellite

The Client

A leading U.S. public utility provider delivering electric and natural gas services across multiple states, powering millions of homes and businesses daily. Annual revenues exceeding \$100 billion.

Client's Challenge

Client had, no, or minimal automation in place, relying heavily on individual bash scripts. There was no centralized automation platform resulting in manual configuration management and inconsistent VM deployments across environments.

Technical Deliverables

Post-Provisioning Automation for Hybrid Environments

CI/CD and Code Quality Automation in Azure DevOps

Intelligent Automation for VM & Infrastructure Management

System Compliance, Reporting, and Hardening

Intelligent Automation for VM & Infrastructure Management

ServiceNow-Integrated Automation Workflows

Quantifiable Outcome

ROI and operational efficiency calculated!

SORINT utilized an effort-tracking mechanism, already in place by client's team, which captures key parameters of daily tasks and workflows through an integrated operational portal to help estimate key business outcomes in regards to time, effort, and cost saving. The figures below demonstrate the before and after of this automation initiatives:

+278

hours saved in
operational tasks
annually

+\$1M

in cost savings

Near-0

manual intervention
in provisioning,
patching,
DR testing, &
reporting



Post-Provisioning Automation for Hybrid Environments

Designed and implemented a comprehensive post-provisioning framework for Windows and Linux systems.

Deployed on Azure & on-premises infrastructure.

- Dynamic inventory generation
- Integration with "ServiceNow" for asset tracking,
- SSSD configuration for security compliance
- Automated application setups.



Disaster Recovery and Patch Cycle Automation

DR test orchestration with dynamic inventory for:

- DR hosts
- LPAR power automation
- Storage app verification
- Agents health reporting
- Connectivity & NFS mounts

Automated creation and delivery of DR test results:

- Custom notifications via MS Teams
- Backup expiration adjustments



Intelligent Automation for VM and Infra Management

Engineered dynamic and case-insensitive VM discovery roles, VM clone workflows, and safe-mode rebooting for Windows VMs

For resource optimization

- A VMware snapshot lifecycle automation to cleanup aged ones was developed



CI/CD and Code Quality Automation in Azure DevOps

- Enforced Ansible linting via CI/CD pipelines in Azure DevOps, to provide real-time feedback and policy compliance across playbooks and roles.
- Developed a templated Ansible project skeleton creator that auto-creates and checks in new roles/playbooks into ADO repositories, reducing ramp-up time for new automations.



Compliance & Reporting

- Automated process for on-demand OpenSCAP reports to support security grading
- Delivered Satellite-based patching and hygiene routines, CVE remediation by ID, tuned profile configurations, and GUI removal for RHEL hosts to align with hardened baselines



ServiceNow-Integrated Automation Workflows

Automated ServiceNow

- Ticket creation
- Application code pushes
- A decommissioning playbook integrated with ServiceNow change controls
- Inventory logic to filter out non-reportable servers in SNOW-based compliance jobs

Business Value



Operational Efficiency at Scale

Eliminated significant manual tasks & maintenance-related activities, such as provisioning, patching, DR testing, and reporting processes.



Resilient and Scalable Infrastructure Management

DR automation, health checks, and snapshot hygiene routines, the implemented solutions improved infrastructure resilience and readiness, with no human intervention required.



Security and Compliance Readiness

Enabled proactive compliance by hardening automated reports, CVE remediation, & configuration enforcement. This contributes directly to audit readiness and reduced security risks.



Clarity, Collaboration & Visibility

Enabled cross-team collaboration & faster feedback. E.g., extending the capabilities of "ServiceNow" which empowered the various involved teams with related timely notifications & actionable reports.



Standardization and Code Quality

Instituted a consistent & reusable automation framework governed by CI/CD linting. Leading to fewer errors & faster deployments.