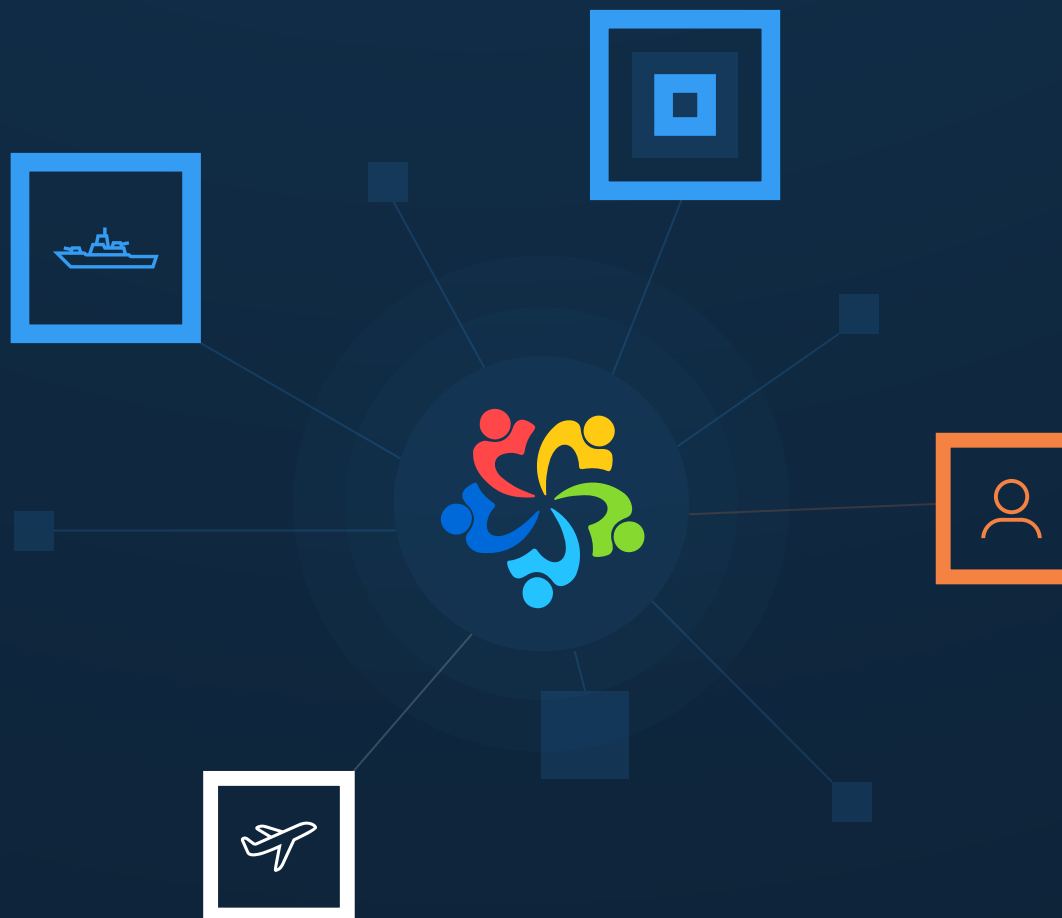




CASE STUDY

SRC Finds Flexible, Skilled Enterprise Linux Support with TuxCare's Enterprise Support for AlmaLinux



Summary

By choosing AlmaLinux in tandem with Enterprise Support from TuxCare, SRC gained a seamless migration from CentOS, flexible support options, and skilled support engineers – all while enabling the company to continue working with a community-driven enterprise Linux distribution that’s directly compatible with their clients’ environments.

Industry Defense, Environmental Science, and Intelligence	
Region United States	Founded 1957
Headquarters Syracuse, New York	

“ **Having TuxCare be able to provide third-party support for AlmaLinux just made a lot of sense. It was very flexible for us, it got us exactly what we needed, and the end result is that we have a very strong third-party supported environment.** ”

- Tom Kurtz, Enterprise Solutions Architect at SRC

The Challenge

SRC Inc. is a not-for-profit research and development company that serves several US government departments and agencies by designing, developing, and manufacturing a variety of advanced electronics and communications technologies as well as providing research and analysis of environmental chemistry and toxicology.

Linux has always been important to SRC. Not only do they use enterprise Linux to run compute infrastructure, but also for many of the target systems for the applications they build, internal infrastructure, enterprise applications, authentication servers, management servers, etc. The organization’s use of Linux is not only an internal preference from its engineers, but also an external requirement – as many of its contracts require a specific environment.



For a number of years, SRC was mostly using CentOS 7. But, as the need and desire to use more Linux grew, they began to migrate to CentOS 8, which seemed like the obvious route to take at the time. Soon thereafter, however, the CentOS 8 end-of-life announcement was made, so the organization was suddenly faced with a need to find a replacement Linux distribution – as well as third-party support for whichever new distribution they would choose.

“In the open-source environment and open-source communities, you have to be flexible – so we just shifted.”

The Solution

SRC’s search for a replacement to CentOS generated only a handful of potential distributions that could meet their needs. For many reasons, the company needed to stay enterprise Linux based. “A few of the possible choices bubbled up as the best options, AlmaLinux among those.”

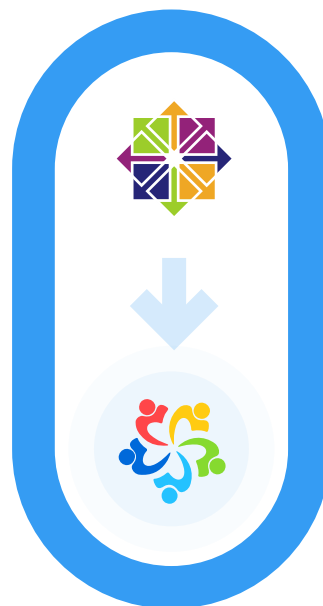
The continuity of being able to easily transition from CentOS was critical in their decision to choose AlmaLinux, as well as the fact that AlmaLinux was set up as a community-supported distribution that was an application binary interface compatible with Red Hat – which the majority of their customers had the most familiarity with.

“A lot of the reasoning for choosing AlmaLinux was similar to why we wanted to use CentOS in the first place. You can now replace the word CentOS with AlmaLinux and everything still applies.”

When it came time to execute the technical migration from CentOS to AlmaLinux, the experience was quick and painless, as it was designed so that organizations could avoid having to rebase all their images and machines.

“Honestly, the technical migration was pretty easy. For starters, our imaging processes translated almost completely seamlessly. The kickstart files, the ISOs being referenced, and everything – it was pretty much a one-to-one transfer. We migrated production systems. We migrated Kubernetes clusters, a bunch of VMs, a hundred-node compute cluster, and, for the most part, we didn’t have to reimage anything.”

And, right from the start of transitioning to AlmaLinux, SRC was already in contact with TuxCare. The company eventually chose TuxCare’s Enterprise Support for AlmaLinux to ensure that any of their critical internal Linux-based processes and servers had additional administrative support outside of their core IT group.



The Results

Using AlmaLinux in tandem with Enterprise Support from TuxCare quickly proved to be an excellent choice for SRC that delivered the results they expected.

“Having TuxCare be able to provide third-party support for AlmaLinux just made a lot of sense. It was very flexible for us, it got us exactly what we needed, and the end result is that we have a very strong third-party supported environment.”

For one, AlmaLinux enables them to continue working with their existing clients, who were mostly familiar with Red Hat environments, just as they were doing before. “AlmaLinux is directly compatible with Red Hat in many ways, so things like DISA requirements and STIGs can be applied and run in secure environments, just as we could with Red Hat or CentOS.”

The support they receive from TuxCare has met expectations and delivered exactly what the organization had hoped for. Since entering the Enterprise Support for AlmaLinux contract with TuxCare, SRC has had the opportunity to use the services a couple of times.

“It was what we expected. We got the support. It seemed like the support engineers were skilled and concerned about our problem and provided the support that we expected to receive.”

Moreover, TuxCare enabled SRC to customize their AlmaLinux support in ways that other enterprise support options wouldn't be able to – offering them flexibility they couldn't find elsewhere.

“I really like this setup with AlmaLinux and TuxCare, where we can put support on our critical infrastructure, but don't need to add support where we don't need it – like to our developer environments that aren't as critical.”

“

I really like this setup with AlmaLinux and TuxCare, where we can put support on our critical infrastructure, but don't need to add support where we don't need it.”



Why TuxCare?

With TuxCare's family of enterprise Linux security solutions, organizations can automate vulnerability patching, minimize downtime, keep their applications secure and compliant, and get support from a team that knows Linux security best – covering their entire Linux estate, including most popular distributions, end-of-life systems, devices, libraries, and much more.



With the **KernelCare Enterprise** live patching solution, teams can put patching on autopilot for most popular distributions while avoiding downtime, disruptions, and unnecessary maintenance windows.



Extended Lifecycle Support (ELS) enables organizations to continue securely using Linux distributions and software languages that have reached end of life or no longer receive standard security support – delivering vulnerability patches for unsupported versions of CentOS, CentOS Stream, Ubuntu, Debian, Oracle Linux, PHP, and Python.



Our **Enterprise Support for AlmaLinux** offers the commercial support your business needs with break/fix support, automated live patching, extended security updates, continuous compliance, and pay-as-you-go hourly support bundles – giving you access to skilled AlmaLinux security experts whenever you need them.



With **SecureChain for Java**, companies gain access to a single trusted repository of independently verified and vulnerability-free Java packages and libraries, fully compliant with the NIST Secure Software Development Framework – so they can continue to innovate while maintaining the security of their applications.



LEARN MORE AT
www.tuxcare.com

