

RE:FORM REASON: Agentic AI for Self-Driving SRE on Red Hat

Accelerating reliable operations across hybrid cloud

Enterprises leveraging Red Hat for hybrid cloud innovation face the challenge of managing vast operational data across distributed environments. As teams scale, manual incident investigation becomes a bottleneck, increasing Mean Time to Recovery (MTTR) and straining limited SRE resources.

Traditional AIOps tools often require invasive integrations that delay time-to-value. RE:FORM REASON addresses this by providing a lightweight AI agent that autonomously investigates incidents without requiring log exports, delivering command-level insights that supports self-healing automation and bridge the expertise gap.

Technology Used

- Red Hat AI
- OpenShift Container Platform
- Red Hat Ansible Automation Platform
- Event-Driven Ansible

Proven benefits

- Autonomous incident resolution without data exports
- Drastic MTTR reduction with command-level remediation
- 100% data sovereignty on Red Hat AI
- Closes the SRE expertise gap at scale
- Seamless Event-Driven Ansible self-healing integration
- Continuous self-improvement via human-in-the-loop learning



A smarter way to investigate and resolve

Built on Red Hat AI and deployable on OpenShift Container Platform, RE:FORM REASON enables autonomous incident resolution without data exports or heavy instrumentation.

- **Autonomous investigation:** Immediately begins multi-step triage upon alert trigger, correlating events and diagnosing root causes in real-time.
- **Actionable intelligence:** Delivers comprehensive investigation reports with specific, command-level remediation steps, not just symptom detection.
- **Self-healing synergy:** Feeds directly into Event-Driven Ansible, enabling closed-loop automated remediation of complex incidents.
- **Zero-friction deployment:** Lightweight, 100% on-prem option ensures rapid time-to-value, eliminating the security and architectural hurdles of enterprise AI adoption.

Better together: How RE:FORM REASON + Red Hat transforms operations

Traditional AIOps	RE:FORM REASON
Invasive log injection required	Non-invasive, zero data export needed
Limited to ingested data only	Full hybrid cloud context visibility
Static pattern matching	Proprietary Deep-Thinking methodology
Root cause theory only	Actionable commands and structured reports
Black-box AI, no learning loop	Human-in-the-loop self-improvement
Months of configuration	Deploy across hybrid cloud clusters in minutes

Key features

- **Deep-Thinking methodology:** Goes beyond static pattern matching to autonomously investigate the 'why' across the full stack, from application to infrastructure.
- **Zero data gravity:** Investigates the wider environment context without requiring log injection or data exports, maintaining strict data sovereignty for regulated industries.
- **Human-in-the-loop learning:** SREs can provide feedback on investigation reports, allowing the AI to capture tribal knowledge and continuously refine its reasoning with every incident.
- **Flexible deployment:** Available fully on-premises or integrated into existing Red Hat AI environments, meeting the most stringent compliance and regulatory requirements.
- **Command-level remediation:** Delivers precise fix instructions that feed directly into Event-Driven Ansible playbooks, enabling truly automated self-healing workflows.
- **Full-stack triage:** Performs deep-dive investigation across the entire environment – correlating events and identifying root causes in real-time without heavy instrumentation.
- **Expertise gap bridge:** Empowers junior SRE staff to resolve senior-level incidents, ensuring 24/7 operational resilience without dependency on scarce expert resources.
- **Self-improving knowledge base:** Turns temporary incident fixes into permanent automated institutional knowledge, ensuring REASON becomes more accurate with every deployment it manages.

20 Years of Codified Operational Excellence

RE:FORM brings two decades of expertise across data centres, DevOps, and AI. Our philosophy is to make enterprise transformation simply smarter, turning complex infrastructure into accessible, high-value outcomes.

From DEPLOY for Platform Engineering to RATE for FinOps and REASON for Agentic AI SRE, we provide a unified lifecycle on Red Hat AI.

Customer success story

A Modern Managed Service Provider cut MTTR by 75% for banking and retail clients using REASON on Red Hat AI. By automating triage, they improved SLA compliance by 40% while ensuring 100% data sovereignty.



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REASON makes operations simply smarter with the industry's fastest AI ROI

Kenny Lam,
Director of Product Development, RE:FORM



Getting started is simple

RE:FORM REASON can be deployed in minutes, with full production readiness achievable within days, not months of configuration.

Deployment steps include:

- **Environment assessment (Day 1–2):** Review existing monitoring, alerting stack, and Red Hat deployment topology.
- **Agent deployment (Day 2–3):** Install REASON onto Red Hat AI with lightweight, non-invasive configuration.
- **Integration & validation (Week 1–2):** Connect to Event-Driven Ansible, validate investigation outputs, and confirm self-healing readiness.

About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organisations grow, transform, and prepare for the digital future.

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