

A Business Guide to Open Source Puppet vs. Puppet Enterprise

**How Puppet Enterprise builds on top of Open Source Puppet
and takes your business to the next level**



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Introduction

As your company matures, your IT automation needs evolve. You may find the tools, solutions, and processes that kept business afloat in the past don't meet the new challenges rising up on a regular basis in an ever-changing digital world.

As your infrastructure expands, you need a solution that securely scales as quickly as your organization grows. This ebook offers insight into the business benefits of Puppet Enterprise that build on the capabilities of your current Open Source Puppet infrastructure.



“The more we use Puppet Enterprise, the more we find we can do with it. Every new upgrade of Puppet proves to be more innovative, and brings exciting features that we want.”

Senior director of systems engineering, **NYSE/ICE**

Assessing your growing pains

Let's first explore the primary reasons you turned to Open Source Puppet (OSP). With growth comes increased complexity — in the form of expanded tool sets, lack of time and resources, and siloed teams trying to keep the lights on with the urgency to do more, faster — and the need to standardize processes, workflows, and configuration that enable automation at scale. What was once easily done manually or ad hoc can no longer be done quickly enough or replicated consistently to keep the business from falling behind competitors.

Automation eliminates rote manual work—"toil"—and creates consistency, standardization, and the ability to scale with quality assurance as your business successively moves to its next level. It frees developers to focus on innovation and iteration, and drives a faster time to value upon which market success depends.

Enter Puppet.

Today, you continue to see the value in Puppet, but your needs have changed as your company scales. Your business may be facing new challenges that require you to choose a more robust commercial solution with enhanced functionality that you may not have needed when you first implemented OSP.

And let's be clear about one thing: growing pains are not a bad thing. They're a sign of success. You just need the tools to carry that success into the future.



“We went from OS to PE primarily for the stability and additionally the testing that Puppet provides in PE was fantastic. PE delivers in a very easy-to-consume fashion where it just works.”

Enterprise architect, **Secure-24**

You may be facing any of these new challenges:

You need to deliver better infrastructure faster.

You need the confidence that your continuous integration and continuous delivery (CI/CD) pipeline is consistent and that your infrastructure is stable, while also enabling you to roll back at a moment's notice. You want a prescriptive workflow to test and deploy Puppet code across environments without interruption.

You are facing increased regulation and security requirements.

As your business scales, so does your responsibility to your customers. Increased regulation has made compliance a priority, often at the expense of speed and agility, but you can't afford to make that trade-off. Your teams need to be able to assess and enforce compliance across your on-prem or hybrid infrastructure to ensure you meet benchmark requirements.

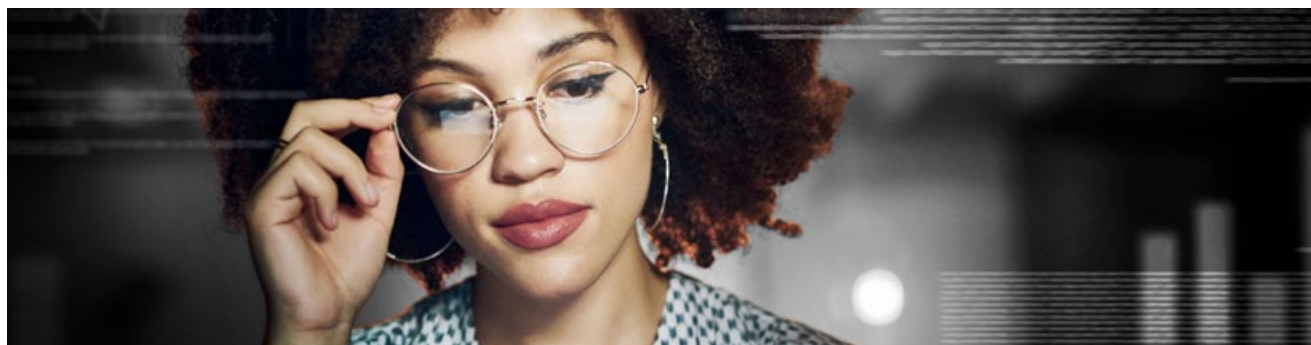
You rely solely on internal resources to run your critical infrastructure.

It's happened to all of us: Your internal technology expert leaves and you're left with a knowledge gap on part of your critical infrastructure. You need peace of mind knowing that you have around-the-clock expertise from a reliable, always-on vendor. As regulations require you to prove business continuity, you owe it to your stakeholders to provide assurance their applications and systems will meet customer expectations 24/7.

Where do you stand?

All of these growing pains signal that it's time to consider moving to a commercial platform. We know it can be a bittersweet moment when our OSP customers realize they've outgrown something they love using, but it's also a chance to celebrate that your business is dynamic enough to need a more robust solution.

Puppet Enterprise was designed to meet the needs of growing businesses.



“Puppet Enterprise was absolutely essential to meet our needs. It offers a nice user interface for various groups to log in and create reports, see the state of their machines, or run tasks related to their infrastructure.”

Associate Director, Systems Automation Services for Information Services, **University of Oregon**

The real difference between OSP and PE

What is the real difference between Open Source Puppet (OSP) and Puppet Enterprise (PE)? OSP is a powerful configuration management tool and engine that drives compliance, baseline configurations, drift remediation, and deployment needs. It enables you to manage and automate more infrastructure and complex workflows in a simple, yet powerful way. And it's free, modifiable, and customizable. Like any open source solution, it provides a lot of flexibility, but also requires more expertise to maintain.

So why consider moving to Puppet Enterprise? There are always trade-offs when you choose to build versus buy. Many enterprises start with the open source version only to realize they don't have the time or resources to maintain the deployment, or they need additional capabilities which they have to build and maintain themselves.

Puppet Enterprise includes all the core aspects of OSP and, for a fee, provides packaged services, enterprise scalability, role-based access control (RBAC), and professional support. It is designed for fast-moving distributed teams that need more reliability and greater uptime, with less in-house effort and expertise. Puppet Enterprise is the only solution that combines both model-based and task-based capabilities in a way that enables you to scale your multi-cloud infrastructure as your automation footprint grows. With both agent-based and agentless capabilities, you have the flexibility to automate what you want, and how you want.

With Puppet Enterprise, you can make your infrastructure actionable, scalable and intelligent.

For a detailed technical comparison, [go here](#).

“Moving from Open Source Puppet to Puppet Enterprise has had a major impact on how we manage our nodes. For example, with Open Source Puppet, restarting services, upgrading software packages, forcing agent runs and more were performed by running custom-made scripts on the command line. Now all those tasks are executed using the Puppet Enterprise console.”

Founder, **Smart School**

Why do maturing businesses choose Puppet Enterprise?

Let's take a closer look at some of the reasons growing companies move from OSP to Puppet Enterprise.

Enterprise support

You can deliver business value to your organization faster with 24/7 help from Puppet experts when you need it. You'll get a private support portal with options for email and phone support as well as up-to-date content to help you troubleshoot and resolve issues independently if desired; immediate access to all product updates; an account manager to help you find what you need; free Puppet training; and prioritization of your bug reports and feature requests. Open Source Puppet has limited support.

Organizational scale

Puppet Enterprise enables organizations to self-serve their automation efforts by empowering teams outside of the central IT or platform team to own their infrastructure automation without the need to manage the tooling. With the addition of workspaces, federated teams can own the authoring, validation, and delivery of the automation content for their service without blocking or being blocked by others. Open Source Puppet does not provide self-service options.

Reporting and compliance

Puppet Enterprise gives you graphical reporting so you can visualize your infrastructure, collaborate, and respond to changes faster. You get real-time visibility into the effects of changes so you can see exactly what's going on in your infrastructure — and prove to executives and auditors that your organization is operating in compliance. Open Source Puppet provides limited visibility and reporting.

Built for teams

Puppet Enterprise is built for distributed teams. It provides a standardized way to automate delivery and operation of your software. You get efficiency and traceability across large fleets of servers, plus the ability to safely delegate role-based access across teams, view audit trails, and quickly orchestrate change across tens of thousands of machines. Open Source Puppet is designed for individuals and small, local teams, and does not offer role-based access or the ability to scale changes.

Full stack automation

Puppet Enterprise gives you a consistent approach to automation across your entire infrastructure lifecycle, from initial provisioning to system configuration, application deployment, and intelligent change orchestration. Because Puppet Enterprise manages the breadth of enterprise infrastructure, you can automate the entire application stack, from core infrastructure through middleware and application deployment. Now you have full control and visibility, all in a single solution. Open Source Puppet does not enable scalable, full-lifecycle infrastructure automation.

Is it the right time for you to move to Puppet Enterprise?

Many of our customers start using Open Source Puppet and, as their business grows and the need to automate increases, they transition to Puppet Enterprise. Larger businesses often skip Open Source Puppet altogether and start out on Puppet Enterprise. As a business shifts to the cloud, adopts containers, and advances its DevOps practices, it needs to move faster and automate processes to free up teams to focus on more strategic efforts. This often signals that a business is outgrowing an open source-only Puppet solution.

The tipping point for most organizations is the increased pressure to deliver better software, faster. When they find they are spending too much time developing unsupported modules, managing manual workflows, and fixing security problems, they realize it's time to move to Puppet Enterprise.

Here are some indicators that it may be time to move to Puppet Enterprise.

You want to:

- Review, test, and promote infrastructure code across all environments
- Full traceability, auditing, and built-in reporting dashboards to quickly prove compliance
- Less time to onboard, increased standardization with lower governance costs
- Out of the box disaster recovery processes and support to continue managing infrastructure in the event of an emergency or outage
- RBAC to delegate management capabilities across teams and individuals
- Full enterprise support with Puppet support, training, and professional services
- Orchestrate ordered deployments across infrastructure and apps
- A GUI to enable greater organizational scale by packaging up SME expertise into easy to consume self-service interfaces

Moving to Puppet Enterprise not only has a major impact on your automation, scalability, speed, and ability to compete effectively in your industry—it could also save you on total cost of ownership.

We've developed an ROI Calculator to help you evaluate the financial benefits of moving to Puppet Enterprise. [Reach out to Sales](#) to have them walk you through the Calculator.

“Puppet Enterprise fundamentally changed what we were able to do as a company, and the speed with which we were able to deliver.”

Director of Operations, **Heartland**

So you want to move from OSP to PE: Next steps

Moving from Open Source Puppet to Puppet Enterprise enables your business to harness the full power of Puppet, while taking advantage of enterprise-level support, uptime, reliability, and scalability that your business needs to fully automate and compete today and in the future. Moving to Puppet Enterprise also ensures you have the extensibility to embrace the full power and capabilities of the **Puppet Enterprise Platform** to become an unstoppable enterprise.

Ready to move to Puppet Enterprise? We recommend an engagement session with our team to offer guidance for a successful migration and to learn about potential cost savings. Understanding your infrastructure landscape, current implementation and where you're driving as a company enables our team to set you up for strong success.

Get started with a Migration Assessment and Services engagement [here](#).

If you're committed to sticking with Open Source Puppet, we recommend you check out OSP Assist, a subscription service built to help our open source users achieve optimal use of Puppet. [Learn more here](#).



Puppet helps enterprises modernize and manage their infrastructure with the solutions to automate anywhere, reliably scale, and integrate compliance and security across hybrid infrastructure. More than 40,000 organizations — including more than 80 percent of the Global 5000 — have benefited from Puppet's open source and commercial solutions to ensure business continuity, optimize costs, boost compliance and ensure security, all while accelerating the adoption of DevOps practices and delivery of self-service. Headquartered in Portland, Oregon, Puppet is a privately held company with offices in London, Belfast, Singapore, Sydney and Timișoara. Learn more at puppet.com



Headquartered in London, WM Promus boasts 13 years of expertise in digital transformation consultancy and solutions using the best of DevOps technologies. Since its foundation in 2008, WM Promus continues to transform businesses through innovation and automation.

We help transform IT Services to increase return on IT investment, better align IT to the business, predict and prevent service issues while improving productivity through automation and repeatability. Our customers are global enterprises and large corporations from the aerospace industry, financial services, manufacturing, and retail. We thrive on delivering high quality consultancy services, processes, and software tools to support business functions. Learn more at wmpromus.com