

Wayfinder Ongoing Services

G-Cloud 15

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Wayfinder Ongoing Services

Ongoing support and managed services for Appvia Wayfinder. Includes platform operations support, upgrade management, golden path development, and continuous improvement assistance.

1 Service Overview

Appvia provides ongoing services for Wayfinder customers, ensuring your Internal Developer Platform continues to deliver value. We support platform operations, manage upgrades, and help evolve your golden paths and policies.

What you get:

- **Platform support** — Technical assistance for Wayfinder operations
- **Upgrade management** — Planned Wayfinder version upgrades
- **Golden path development** — New templates and configurations
- **Policy evolution** — Governance refinement and expansion
- **Performance optimisation** — Platform tuning and best practices
- **Capacity planning** — Growth forecasting and scaling guidance
- **Feature enablement** — Adopting new Wayfinder capabilities
- **Training updates** — Ongoing knowledge transfer for new features
- **Architecture reviews** — Periodic health checks and recommendations
- **Incident support** — Priority response for platform issues

Delivered by Wayfinder product experts.

2 Our Approach

We provide ongoing services that ensure your Wayfinder platform remains healthy, current, and aligned with your evolving needs.

Service model:

Activity	Frequency
Support requests	As needed per SLA
Platform upgrades	Quarterly (or as released)
Health reviews	Monthly
Roadmap alignment	Quarterly
Knowledge transfer	As new features ship

Service Levels:

Priority	Standard Plan	Enterprise Plan
P1 - Critical	4 hours (Business Hours)	1 hour (24/7)
P2 - High	1 day (Business Hours)	4 hours (24/7)
P3 - Medium	2 days (Business Hours)	1 day (Business Hours)
P4 - Low	5 days (Business Hours)	2 days (Business Hours)

Technical Account Manager provided as part of ongoing support.

3 Getting Started

Ongoing services begin after Wayfinder implementation:

Onboarding Service kickoff meeting to establish communication channels, introduce your Technical Account Manager, and agree support procedures.

Steady State Support requests handled per SLA. Monthly health reviews identify optimisation opportunities. Quarterly roadmap alignment ensures you benefit from new features.

Upgrades Planned upgrade windows with change management coordination. Testing in non-production environments before production rollout.

Evolution Golden path and policy development to support new use cases. Architecture reviews as your platform scales.

Prerequisites: - Active Wayfinder subscription - Nominated support contacts - Change management process for upgrades - Access to Wayfinder for support team

4 Your Responsibilities

To ensure successful service delivery, you will need to:

- Provide timely access to required resources, stakeholders, and information
- Make appropriate subject matter experts available for design and integration discussions
- Ensure business users are available for acceptance testing as agreed
- Procure necessary software licenses and subscriptions
- Empower your project team to make decisions in a timely manner
- Review and approve deliverables based on agreed acceptance criteria
- Nominate support contacts for issue reporting
- Maintain access to Wayfinder for support team
- Coordinate upgrade windows with your change management process
- Participate in monthly health reviews and quarterly roadmap sessions
- Report platform issues promptly via agreed channels

5 Security & Compliance

This service supports workloads classified up to **Official-Sensitive** where appropriate controls are in place.

Our security credentials:

- **ISO 27001:2013 and ISO 9001:2015** certified
- **Cyber Essentials Plus** certified
- **75%+ of our team hold SC clearance**
- All access to customer environments is logged and auditable
- Data remains within UK regions unless explicitly agreed

We operate in alignment with GDS, NCSC, and CDDO security principles.

6 Support & Exit

Ongoing Support

- Dedicated Service Delivery Manager as your primary contact
- Regular service reviews with clear reporting on performance and incidents
- Defined change management aligned with ITIL best practices

Knowledge Transfer

We embed knowledge sharing throughout our engagement: - Documented runbooks and operational procedures - Regular knowledge sharing sessions with your team - Post-incident reviews that share learnings

Exit Process

When the engagement ends, we ensure an orderly transition: - Complete documentation of all configurations and procedures - Knowledge transfer sessions as required - 90-day standard notice period - No disruption to your services during handover

7 Why Appvia

We're a UK-based SME with deep expertise in cloud platforms and a strong track record delivering for UK government.

Cloud Partnerships

- AWS Advanced Tier Services Partner & Public Sector Partner
- Microsoft Azure Solutions Partner
- Google Cloud Partner

Open Source Credentials

- Creators of Terranetes (CNCF project for Terraform on Kubernetes)
- Developers of Wayfinder, a self-service cloud platform

Public Sector Experience

We understand the unique requirements of government and public sector organisations, from security clearance to GDS service standards.

"Appvia have helped us realise our cloud-first strategy with excellent product solutions. The security, governance and peace of mind brought in by the cloud landing zone has dramatically accelerated our journey to cloud-native adoption."

— **Peter Macchiocci**, Bank of England, Head of Platform Engineering

8 Contact Us

To discuss your requirements or request a detailed proposal, contact our Public Sector Team.

Phone: 020 3917 2888

Email: sales@appvia.io

Website: www.appvia.io

When you get in touch, please include: 1. The name of this service 2. Your organisation name 3. Your contact details 4. A brief description of your requirements

We'll arrange a discovery call to understand your needs and provide a tailored response.

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience.



About Appvia

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience. Drawing on our background in creating open source CNCF projects like Terranetes and our self-service developer platform, Wayfinder, we bring that industry know-how and expertise into your organisation to help unlock the true value of the Cloud. As an AWS Advanced Tier Partner and a Microsoft Solutions Partner, we specialise in delivering secure, scalable cloud-native platforms and services, including containerisation, FinOps, modernisation, and AI integration.

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