

Backstage Idp

G-Cloud

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Table of Contents

1	Service Overview
2	Our Approach
3	Getting Started
4	Your Responsibilities
5	Security & Compliance
6	Support & Exit
7	Why Appvia
8	Contact Us

Backstage Internal Developer Platform

Custom Backstage implementation delivering developer self-service portals with enhanced visibility and collaboration. Improve developer velocity while maintaining security and governance.

1 Service Overview

Appvia delivers custom Backstage implementations that transform how your development teams discover, provision, and manage services. We build developer portals that reduce cognitive load and accelerate delivery.

What you get:

- **Software catalogue** — Centralised view of all applications, services, and ownership
- **Service templates** — Pre-built templates for rapid service provisioning
- **TechDocs integration** — Persistent documentation alongside code
- **Custom plugins** — Organisation-specific functionality and integrations
- **Kubernetes integration** — Container workload visibility and management
- **RBAC integration** — Single sign-on with existing identity providers
- **Cloud-agnostic** — Deploy across AWS, Azure, or Google Cloud
- **Self-service provisioning** — Developers create infrastructure without tickets

Backstage is open source (CNCF project), ensuring no vendor lock-in.

2 Our Approach

We follow a structured implementation approach that delivers value quickly while building for long-term sustainability.

Implementation phases:

Phase	Activities
Discovery	Requirements gathering, existing tooling audit, integration mapping
Foundation	Core Backstage deployment, authentication, software catalogue setup
Customisation	Plugin development, template creation, workflow automation
Enablement	Developer onboarding, documentation, training

Our Backstage expertise: - Experienced Backstage engineers who've delivered for government clients - Custom plugin development for organisation-specific needs - Integration with existing CI/CD pipelines and cloud platforms - Migration from existing developer portals

We focus on sustainable platforms with comprehensive knowledge transfer.

3 Getting Started

A typical Backstage implementation takes 6-12 weeks depending on scope:

Phase 1: Discovery We map your developer workflows, existing tools, and integration requirements. We identify high-value templates and plugins.

Phase 2: Build Core platform deployment, authentication integration, initial software catalogue population, and priority plugin development.

Phase 3: Customise Template creation, custom plugin development, workflow automation, and developer portal refinement.

Phase 4: Enable Developer onboarding, training sessions, documentation, and handover to your platform team.

Prerequisites: - Kubernetes cluster for Backstage hosting (or cloud platform for managed hosting) - Identity provider for authentication (Azure AD, Okta, etc.) - Platform team availability for knowledge transfer

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
- Provide Kubernetes cluster or cloud platform access for hosting
- Configure identity provider integration for authentication
- Make developer team representatives available for requirements gathering
- Ensure platform team availability for training and knowledge transfer
- Provide access to existing tools and systems for integration

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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