848

Platform Engineering

Service Definition

Intelligent Core

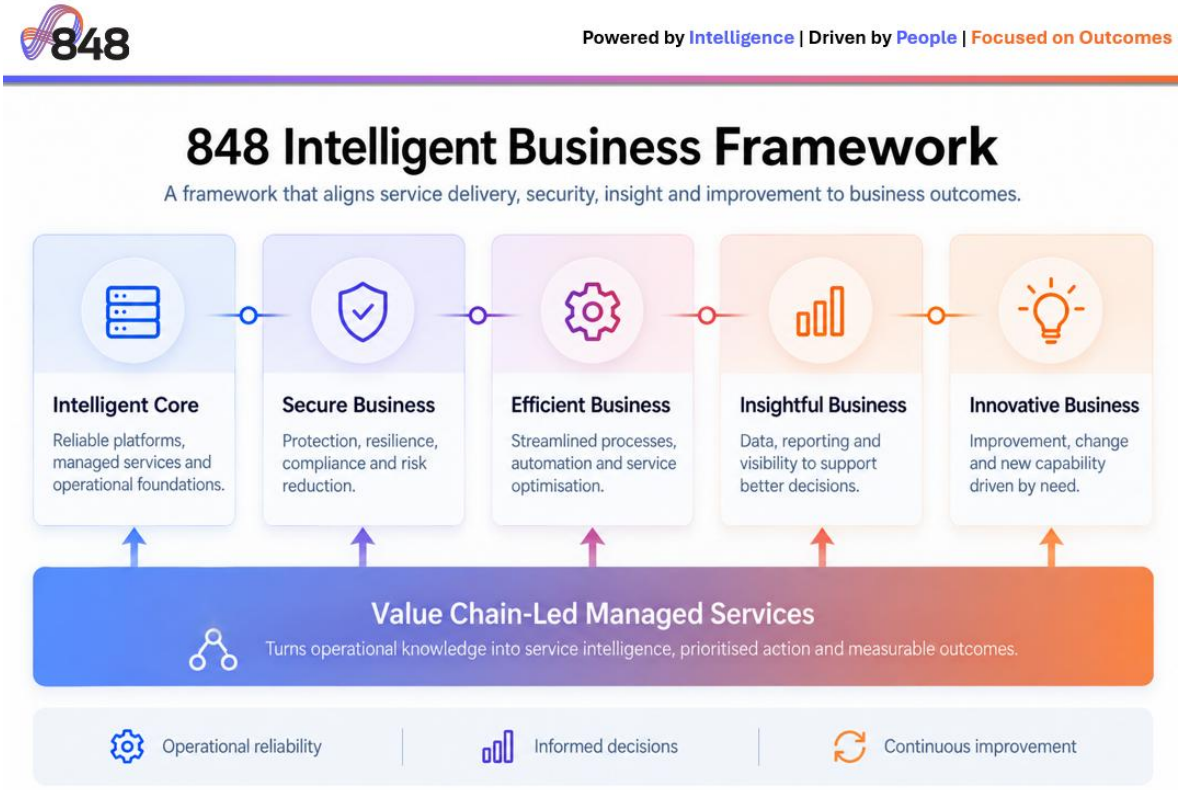
Version 0.6 | September 2026

Driven by **people.** Powered by **intelligence.** Value chain **led.**

1. Service Overview

Engineering teams deliver change more reliably when environments and release processes behave consistently. Manual provisioning and different practices between teams can slow delivery and make failures harder to diagnose. Platform Engineering establishes selected patterns and automation that make technical change repeatable and easier for customer teams to operate.

Platform Engineering sits within The Intelligent Core, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



From business need to usable capability

The service connects engineering practice to the platform it supports. Reusable definitions describe how environments should be built; pipelines control how changes progress; telemetry feeds learning back into delivery. Customers select the design, implementation or operational elements needed to strengthen their existing engineering capability.

Enterprise Architecture supplies direction and Cloud & Infrastructure Enablement establishes the underlying environment. Platform Engineering adds the practices and reusable components that support subsequent change. Its operational elements work alongside VCLMS where selected, keeping release engineering and infrastructure ownership clear.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
DevOps enablement	An operating model and maturity roadmap define collaboration, workflow and toolchain expectations. Azure DevOps and GitHub Enterprise provide the primary platform context; detailed implementation elements are separately selected.
Infrastructure as Code	Version-controlled Bicep, ARM or Terraform definitions and reusable modules describe the selected Azure environment. Templates are validated and documented; executing them in customer environments is outside this element.
CI/CD pipelines	Selected build and release pipelines are designed and implemented in Azure DevOps or GitHub Enterprise. Approval and quality checks support repeatable delivery; application code and IaC development are separate.
Environment standards	Configuration baselines and Azure-native policy alignment define consistency across environments. Operational drift monitoring and remediation are separately scoped.
Platform observability	Azure Monitor and Log Analytics provide selected platform telemetry and feedback views. Application instrumentation and security monitoring are outside this element.
Automation and orchestration	Azure-native workflows automate agreed platform tasks and configuration checks. Business process automation, pipeline creation and ongoing runbook operation are separate.
DevSecOps enablement	Selected scans and repository protections integrate security checks into existing engineering workflows. Creating pipelines and remediating findings require separate scope.
Kubernetes platform enablement	An agreed AKS design is implemented with the selected cluster and access arrangements. Application containerisation, workload migration and ongoing cluster operation are separate.
Engineering toolchain integration	Repository structures and approval rules are configured with the required runners or agents. Pipeline design and migration from other source-control systems are separate.
DevOps as a Service	Selected ongoing support maintains existing pipeline and release engineering activity. Customer teams retain application release approval; infrastructure operations and major pipeline redesign are separate.

Dependencies and exclusions

Template development, pipeline build and platform deployment are distinct service choices. Application development, workload migration and production infrastructure support require separate scope. Ongoing DevOps support is separately contracted; the customer retains business release authority.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Review engineering practice

848 examines the current workflow and toolchain with engineering and operational teams. The review identifies manual steps and platform constraints that affect delivery. Customer owners confirm the priorities and the environments included in the work.

Define the patterns and design

848 develops the selected engineering model or component design. Repository conventions and deployment relationships are aligned with the existing architecture. Customer reviewers confirm the intended pattern and the prerequisites needed for implementation.

Build and validate the components

848 implements the commissioned templates, pipelines or integrations. Testing establishes whether they behave as designed within the selected conditions. The team records the dependencies and limitations that affect their use, including customer-owned execution where applicable.

Enable adoption and review

848 walks through the engineering assets with the receiving team and explains their maintenance needs. Feedback informs recommendations for further improvement. Where operational DevOps support is selected, the agreed pipeline support and reporting continue within that boundary.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Engineering model and standards	Defines the selected workflow, platform patterns and conventions that guide future delivery.
Reusable engineering components	Provides the commissioned templates, automation or platform configuration with validation findings.
Administration and adoption material	Explains how customer teams should use and maintain the selected capability.

4.2. Working with 848

Engineering owners review patterns and repository practices. Platform teams confirm environment dependencies. Customer release authorities retain approval of application releases and business change.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

The relevant design and engineering assets are reviewed against agreed requirements. Validation checks the selected components and integration points. Handover confirms that customer teams understand execution and maintenance responsibilities.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	Access to the relevant Azure DevOps or GitHub Enterprise environment and selected Azure resources is required. Existing architecture and security expectations guide design, and customer engineers participate in validation.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Engineering feedback can identify further automation or consistency improvements. The customer prioritises additional component work. Operational pipeline support continues only where the DevOps as a Service element has been commissioned.

4.6. Handover and Exit

The receiving engineers review repositories, component documentation and validation findings. Ownership distinguishes pipeline operation from the underlying platform and the application release decision.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.