

Service Name

Platform Engineering

Description

We provide platform engineers who build internal developer platforms that accelerate overall product/service delivery. Our teams work alongside yours to design and implement platforms as products, with clear user focus and continuous improvement. Knowledge transfer is embedded throughout, ensuring your organisation can evolve the platform independently.

Categories

This service focuses on Setup & Migration:

- Engagement and communication planning
- Mobilisation coordination
- Project management and governance
- Service optimisation / right sizing
- Other

Key Service Features

- Platform engineers embedded to build internal developer platforms
- Developer experience improvement through hands-on implementation
- Golden paths designed and built with your teams
- Self-service capabilities implemented not just planned
- Platform team structure developed alongside permanent staff
- Internal developer portal implementation support
- Platform metrics and success measurement in practice
- Security and compliance embedded through co-delivery
- Knowledge transfer ensuring platform can evolve independently
- Platform roadmap developed collaboratively with product teams

Key Service Benefits

- Platform engineers who deliver not just advise
- Accelerates product team delivery through working platforms
- Your teams learn platform practices through collaboration
- Knowledge transfer builds lasting platform capability
- Reduces cognitive load on developers from day one
- Embeds security into the platform your teams actually use
- Co-delivery means platform evolves with real feedback
- Structured handover ensures platform sustainability
- Creates foundation for organisational scaling
- Platform investment delivers measurable returns

Constraints

We provide platform engineers who embed within your organisation to build and implement platforms.

Client must provide access to engineering teams, current tooling, and infrastructure environments.

Knowledge transfer requires client engineers to work alongside our platform team.

Platform success requires genuine investment in ongoing evolution.

Minimum engagement duration is 8 weeks.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.