



Service Definition: Mesoform Platform Engineering & IDP Support Services

1. Service Overview

Mesoform provides specialist **Cloud Support services** focused on Platform Engineering and the development of Internal Developer Platforms (IDPs). We do not provide a "black-box" product; instead, we partner with public sector organisations to architect, implement, and support bespoke platforms—such as the **Athena** framework—within the buyer's own cloud environment.

Core Service Offerings:

- **IDP Architecture & Development:** Designing and building custom self-service platforms tailored to specific organisational needs.
- **Platform Engineering Consultancy:** Expert guidance on reducing developer cognitive load and implementing "Golden Paths".
- **Cloud Migration & Modernisation:** Supporting the transition of legacy workloads into a modern, automated platform environment.
- **Managed Platform Support (OaaS):** Ongoing operational support, maintenance, and evolution of the buyer's platform.

2. Methodology: The "Thinnest Viable Platform" (TVP)

We follow a service-led approach to avoid the "DIY build trap":

- **Discovery:** We assess your existing DevOps maturity and technical debt.
- **Collaborative Development:** Our engineers work alongside your internal teams to build the platform infrastructure (using tools like Terraform, Kubernetes, and Crossplane).
- **Iterative Delivery:** We focus on delivering immediate value through a "TVP" that developers can use within weeks.

3. Case Study: Engineering at Scale

Project: Platform Engineering for a Global Financial Giant.

- **Our Role:** We provided the core engineering team that architected and supported a global IDP.



- **Outcome:** Delivered a platform supporting **10,000+ projects**, proving our ability to manage massive complexity through service-led engineering rather than a static product.

4. Onboarding, Support, and Exit

- **Onboarding:** Includes deep-dive technical workshops, infrastructure audits, and initial environment stand-up.
- **Support Levels:** Tiered support (P1–P3) delivered by UK-based engineers.
- **Exit Strategy:** As we build the platform in **your** environment, you own the infrastructure code. We provide a full knowledge transfer and documentation suite upon exit to ensure zero vendor lock-in.