

GCloud15

Computacenter - Platform Engineering Support



SERVICE DESCRIPTION – PLATFORM ENGINEERING SUPPORT

OVERVIEW

Service Description

Our Platform Engineering Support service is designed to break the cycle of engineering toil platform teams face as user adoption scales. Unlike a traditional "ticket-based" managed service that operates in a silo, we provide a scalable pool of platform experts who integrate directly into your engineering pods, and focus specifically on the operational excellence of the platform, ensuring it is resilient, secure, and performant. By offloading the "Run" aspect of the platform to our specialists, your internal team is freed from the "Day 2" demands, allowing them to provide true Platform as a Product. This means focusing on building new features, improving the Developer Experience (DevEx), and engineering the high-value abstractions that make your developers more productive.

Key Features for our Customers

- **Embedded Platform SRE's:** Deployment of Platform Engineers who work within your existing workflows (Slack, Jira, Stand-ups) rather than an external services interface
- **Infrastructure Lifecycle Management:** Management of the underlying platform tools and associated infrastructure (IDP, K8s, Cloud-native services, IaC) to ensure stability and version parity
- **Observability & Monitoring:** Implementation and management of proactive monitoring, logging, and alerting frameworks to maintain platform health
- **Incident Response & Post-Mortems:** Leading the resolution of platform-level incidents and conducting blameless post-mortems to drive continuous improvement
- **Security Patching & Compliance:** Regular auditing and automated patching of platform components to maintain a robust security posture
- **Cost Optimisation:** Ongoing analysis of cloud consumption and platform resource allocation to eliminate waste and reduce spend.
- **Capacity Planning:** Monitoring usage trends to proactively scale platform resources before they impact developer velocity

Key Benefit for our Customers

Accelerated Feature Delivery: Free your core platform engineers from operational "noise" so they can focus on developer experience and high-impact product development

Reduced Operational Risk: Leverage our best practice expertise to ensure platform resilience, security, and high availability

Scalable Expertise: Quickly scale up or down the number of platform experts based on your project roadmap and adoption rates

Improved Platform Adoption: High platform reliability and dedicated support encourage internal development teams to migrate away from legacy "shadow IT."

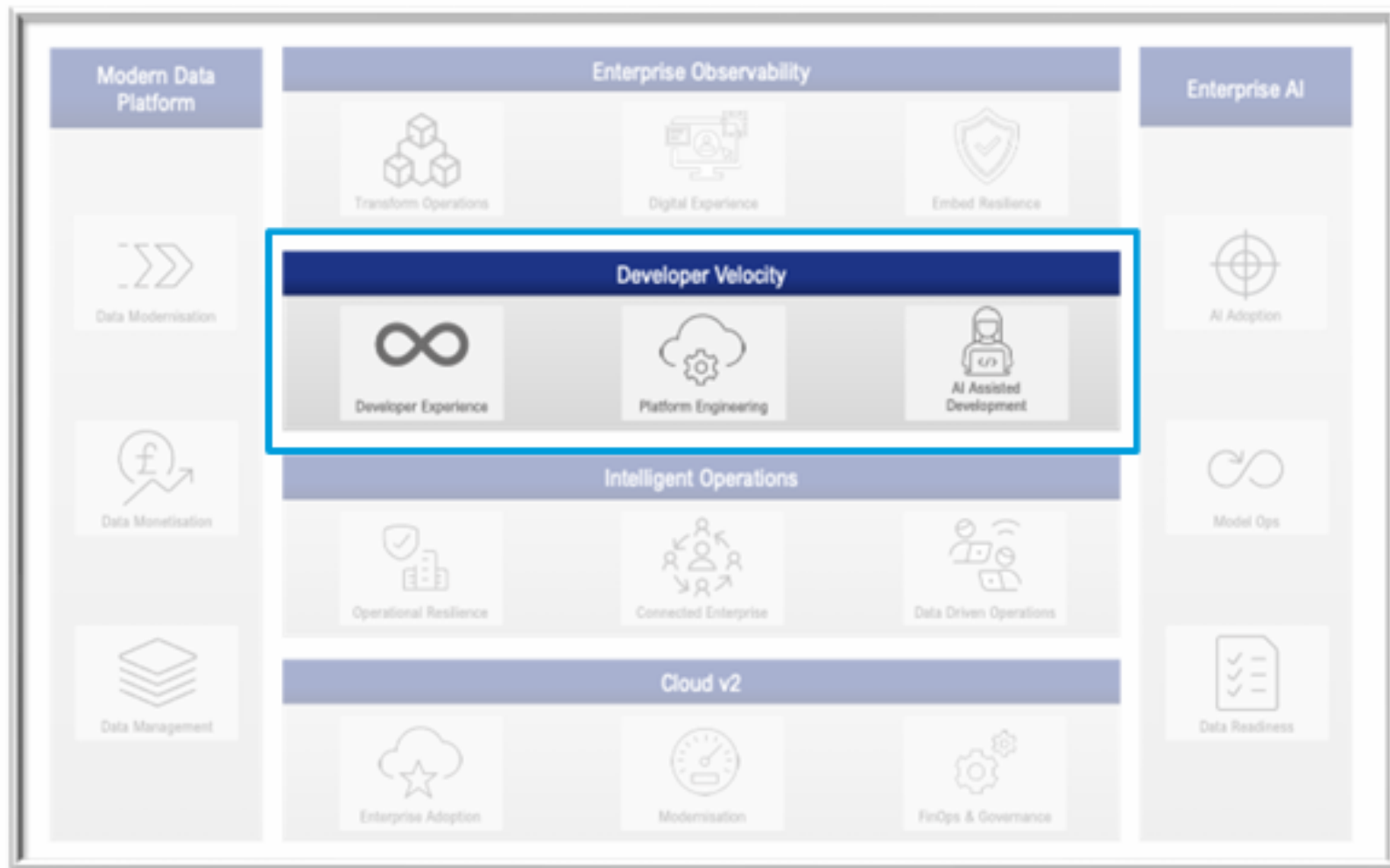
Knowledge Transfer: Our experts work alongside your team, upskilling your internal staff on modern SRE and platform practices

Standardisation: Ensure consistent configurations and security policies across all clusters and environments.



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



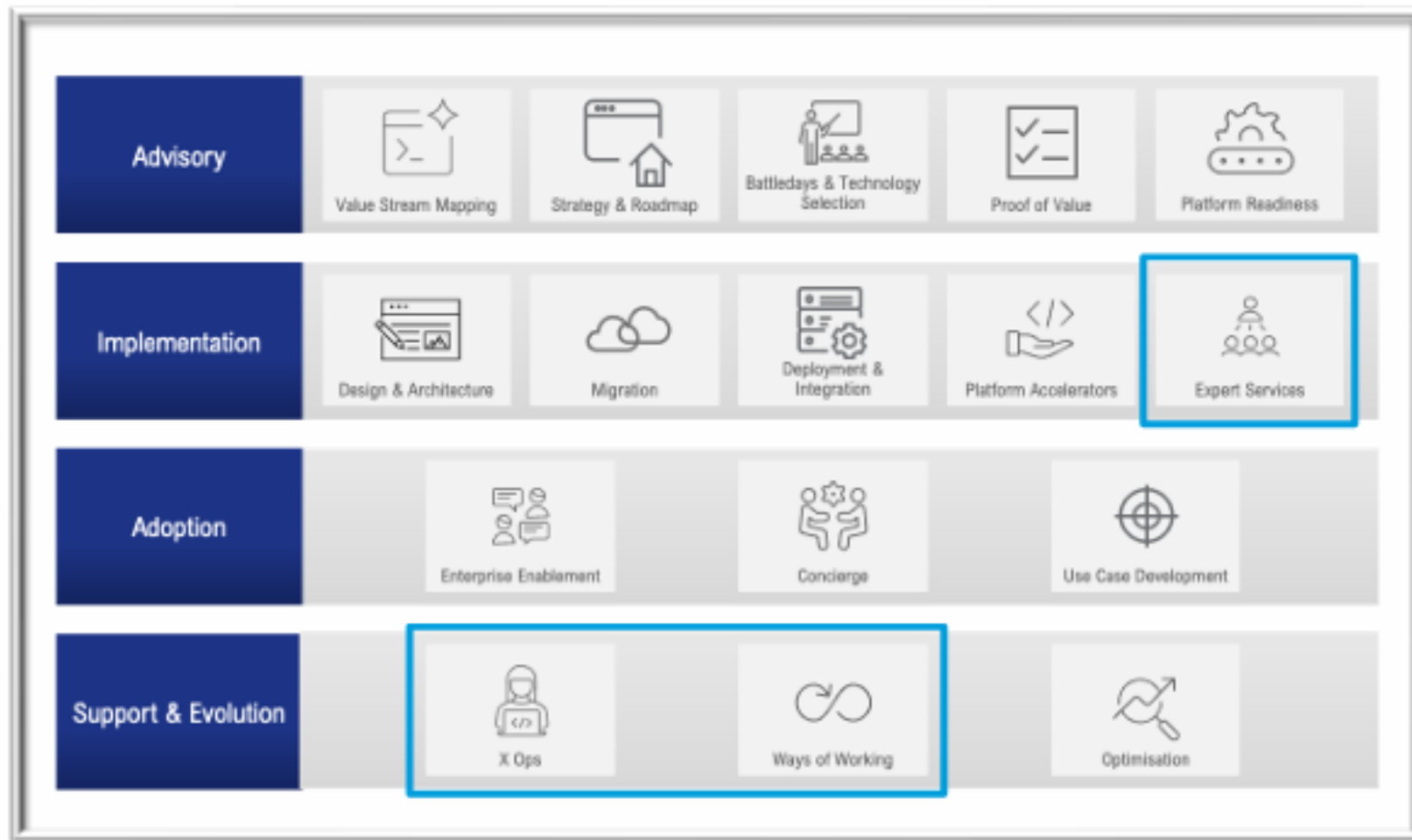
Our Developer Platform Strategy Review & Roadmap service forms part of Computacenter's Developer Velocity solutions.

These solutions help customers to scale software delivery by improving developer experience, adopting platform engineering and leverage AI assisted development.



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



Our Platform Engineering expertise exists as part of our wider service portfolio aimed at support our customers at every stage of their technology adoption. This starts with short term engagement supporting a customers platform implementation, either as an extension to our Platform Accelerator or an independent service.

Longer term Platform Engineering support is offered to customers as the move further forward in platform adoption, focusing on operational support activities, while allowing the customer own engineering teams to focus on product development and engineering enablement..



SERVICE DESCRIPTION – PLATFORM ENGINEERING SUPPORT

PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 15 Service ID number in all communication.



SERVICE DESCRIPTION – PLATFORM ENGINEERING ENABLEMENT

ORDERING & INVOICING PROCESS

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

Please ensure you reference the GCloud 15 Service ID number in all communication

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.



Computacenter Social Value and legal statements

Social Value Statement

Computacenter has a strong, long-standing commitment to delivering social value to the communities in which we operate. This is underpinned by our Sustainability Strategy, which focuses on the following 3 pillars:

- **People:** Supporting people and communities around the world
- **Planet:** Ensuring sustainable operations
- **Solutions:** Delivering sustainability through technology

While this strategy is in place across our global organisation, it aligns well to the 5 themes of the UK Government's Social Value Model and underpins our tailored approach to delivering social value through our government contracts in the UK. As a UK headquartered company and strategic supplier to UK government, Computacenter is proud of our strong track record in delivering social value within the UK specifically, but our global framework and reach provides us with opportunities to deliver social value on a much greater scale.

Our success in delivering social value through our global sustainability strategy is evidenced through the key recent achievements outlined below:

- TIME magazine has named Computacenter as one of the **World's Best Companies** where we have been recognised globally in three areas: employee satisfaction, revenue growth and sustainability (ESG). This highlights our commitment to our people, our planet and to delivering sustainable growth.
- The support we have provided to the Beyond Food Foundation through our joint '**Fresh Lives**' programme has included technology donations and funding to set up the programme as well as Computacenter employees volunteering their time to run CV and employability workshops. This is already having a demonstrable effect in reducing recidivism, with **60% of prison leavers** who take part in the programme gaining employment, with **86%** of those people still employed a year later.
- Our long-term carbon emissions reduction and net zero targets have been approved by the Science-Based Targets Initiative (SBTi) which, coupled with our A- rating from CDP for our latest Climate Change Survey disclosure demonstrates our strong commitment to fighting climate change and reaching **net zero emissions by 2050**.
- Our commitment to fighting climate change was further highlighted through our recognition as a Climate Leader in the Financial Times' Europe's Climate Leaders 2024 report, where we ranked **16th overall, 3rd of all UK-based organisations** and **1st in the UK technology sector**.
- Ecovadis have recognised our overall ESG performance by awarding us a silver rating at a global level, placing us within the **top 8%** of all organisations assessed
- We have been recognised as a 'Top Employer' by the Top Employers Institute for the last 2 years as being one of the UK's best places to work, as well as further recognition through our [Great Place To Work certification](#).
- Our people-led **Ethnic Diversity Employee Impact Group** has been nominated in the category of 'Network Group' in the 2024 Ethnicity Awards from Investing in Ethnicity, demonstrating our strong commitment to championing ethnic diversity within our organisation and the wider industry.
- Computacenter were highly commended in the CRN Sustainability in Tech Awards 2024 in the **Circular Economy Company of the Year** category.
- In 2025, Rate my Apprenticeship and the Department for Education recognised Computacenter as a Top 100 employer for apprenticeships.

Legal Statement

- 'Solutions may be subject to third party marketplace or end user terms and conditions as appropriate'



GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/uk>

Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.