PLATFORM ENGINEERING

The challenge

Introducing platforms for areas such as cloud-native development, developer foundation, and observability, as well as for data and AI, yields many benefits that have a direct impact on a company's success.

In application development, for example, these include higher productivity and faster time-to-market, as well as scalability. However, practice shows that frequently they are either set up incorrectly or not utilised properly. This is typically due to a lack of experience and insufficient time to delve deeply into the topic. Moreover, there is often a lack of training and support for those who stand to benefit from these platforms, such as development teams and observability managers. As a result, the advantages associated with it are either not realised at all or only to a limited extent. Therefore, best practice adoption is key.

Service offering

Platform engineering from Computacenter is a professional services offering that enables IT teams to adopt the best practice principles needed to build, operate, and evolve internal platform services that are consumed by internal IT and business users.

No matter if Cloud Native Application Platforms, Development Foundation Platforms, or Observability Platforms, we help drive adoption by educating teams on how to leverage them best and use them with confidence.

We provide consulting and engineering expertise to guide and support our customers to apply platform engineering principles, and we support the implementation of new ways of working. Computacenter are also able to support customers to improve data center operations, the use of infrastructure-as-code, create a Cloud Center of Excellence, and bolster application team skills and resources.

Service features

- Advisory services to support the development of the initial platform engineering business case and develop the long-term vision and strategy for platform delivery as a product instead of –as-a-project.

- Access to skilled professional services teams, who can deliver the design, architect, and operate new platforms, working with existing teams to develop the platform in line with specific business/department needs.

- Definition of operational best practice process, workflows and tooling focused on increasing productivity.

- Professional services to help standardise self-service options.

- Assessment of platform engineering tooling and vendor solutions, to ensure best fit solutions are selected.

- Training and education to enable team adoption of platform tools, processes and workflows.

- Support and guidance as to how to build and staff the platform engineering team, focusing on support requirements, business team education and awarenesses and building platform evolution roadmaps.

To understand more about how Computacenter can support your organisation with our Platform Engineering services, please contact your Computacenter account manager.

www.computacenter.com

PLATFORM ENGINEERING

Our approach

Our platform engineering services are delivered using Computacenter best practice processes to rapidly baseline customer capabilities. This in turn enables us to advise on the most effective pathway to optimal platform engineering adoption or improvement.

We employ agile project delivery, with flat platform teams delivering our services both on site and remotely.

We ensure that we start by listening to the needs of the expert teams themselves, understanding the current priorities, the skill levels within the team and the broader business objectives.

Our approach will always incorporate a security dimension, to ensure that any proposed platform is secure.

Services are built to enable customers to easily integrate our expertise into their existing programmes and teams, and rapidly scale their delivery capability.

Customer benefits

Using Platform engineering, customers will be able to fully leverage the benefits that come with platforms, i.e.

- Teams are more productive because they can focus on their core tasks and on delivering outcomes
- Allows scaling and increases speed (time-to-market)
- Self-service solution for teams reduces effort and improves productivity
- Streamlines collaboration between platform and application teams
- Enables application teams to maintain and update their software in a more consistent and practical way
- Establishes platform ownership and baselines operating costs

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| We embed secure thinking into all our project deliverables | We take a vendor agnostic, holistic approach | End-to-end structured engagement (assessment to adoption and operation) | Leverage both near- and offshore capability to optimise delivery | Deep, long standing vendor relationships |

Services

Assessment services
- Value stream assessment
- Platform engineering review and readiness

Deployment services
- Platform services design and planning
- Platform engineering

Adoption services
- Platform engineering adoption

#4
Gartner's Top 10 Strategic Technology Trends 2024

100+
Platform engineers

50K+
Developers onboarding to platforms

50+
Projects delivered

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