



A stable and repeatable approach to platforms

Managing and maintaining the performance of platforms is crucial to delivering peak performance and sustainable platforms. Our expert Managed Platform Services team (MPS) designs, builds and operates platforms and services in the cloud and on-premises, relieving the burden of finding and managing Site Reliability Engineers (SREs).



MPS delivers a production-ready and capable platform environment, covering the design of toolchains and automation; creation of internal developer platforms and production-ready platform maintenance. For businesses looking to create consistent and sustainable performance without high resource overhead, MPS provides an affordable and Agile solution.

A sustainable approach to platforms

Sustainable

Reliability and stability are critical to a sustainable platform, but this can come at a high resource cost. By providing a dedicated team of junior and intermediate SREs focused on platform reliability and growth, supported by on-demand senior SREs, MPS delivers all the benefits of a full-time team at an affordable price point.

Professional

SRE and platform engineers play an essential role in delivering business improvement and efficient IT services. As a dedicated full-time team, MPS ensures software that improves the reliability of production platforms – fixing issues, responding to incidents, and ensuring the longevity of the platforms under management.

Reliable

Reliability is fundamental to a digital effectiveness. SRE provides for operations at scale. MPS teams reduce significant amounts of toil across the deployment pipeline by reducing technical debt and ensuring improved customer experiences by focusing on problem identification, root cause analysis, and optimized solutions.

Key service features

- Ensured reliability through resilience and production-ready assessments
- Platform capabilities and toil elimination through automation
- Total view of system health
- Cloud and platform engineering leveraging Infrastructure as Code (IaC)
- Deployment models and software delivery using CI/CD
- DevSecOps and FinOps
- Supports AWS and Azure, and containerised and serverless platforms
- Extended support hours available
- Collaborative approach to incident management and blameless postmortems

Benefits for your business

- Consistent & reliable platform operations
- Reduced operational costs
- Fully managed or augmented service
- Knowledge transfer
- DevOps competency
- Improved platform availability and reduced deployment risk
- Improved platform efficiency
- Access to specialist skills
- Higher levels of application reliability and resiliency
- Increased team efficiency through automation
- Improved customer satisfaction and retention

1	MANAGED PLATFORM SERVICES TEAM	2	MANAGED CLOUD SERVICES
Team outline	<p>A cloud engineering project team embedded in yours, with a dedicated core team and access to broader cloud service capabilities.</p> <ul style="list-style-type: none"> • Full time, dedicated Intermediate and junior SRE software engineers • SRE engineering lead on partial basis with a core of dedicated hours • Support from full MPS team on demand where required 	Team outline	<p>Dedicated focus on production stability, security and sustainability of cloud infrastructure.</p> <ul style="list-style-type: none"> • Pool of cloud engineer hours • Experienced managed cloud services team • Cloud specialisations
Scope	<ul style="list-style-type: none"> • DevOps / SRE focused teams • Focus on production and elimination of developer toil via automation and code • Ad hoc requests for the engineering teams • Advise feature teams • Function as a team or members of teams • Full time to ensure continuity • Enhanced engineer experience • Lead other team executions as required • Production readiness and continuous delivery • Platform capability, automation and delivery improvements • Monitoring and telemetry • FinOps and cost monitoring 	Scope	<ul style="list-style-type: none"> • Cloud engineering infrastructure code delivery • “Keeping the lights on” • Ensure continuous streamlining • Incident management • Monitoring and telemetry • Continuous improvement • Production readiness • Security and well architected posture • FinOps and cost monitoring
Fee model	<ul style="list-style-type: none"> • Monthly subscription • Based on #FTEs + % of team lead and architect time • Fixed cost 	Fee model	<ul style="list-style-type: none"> • Monthly subscription • Based on required engineer hours • 24/7 need and time zones • Elastic cost
Way of working	<ul style="list-style-type: none"> • Dedicated team • SRE-based approached • Incident response • Platform capability builds and improvements 	Way of working	<ul style="list-style-type: none"> • The operational support team can be available 24/7 • Can be available in an on-call working arrangement • Team monitoring & response to messages shared in email and/ or designated Slack channel • Defined SLA • Flex team

MPS value add

Highly skilled team

MPS delivers an expert SRE and platform team. Ensuring a managed production environment, continuous uptime and improvement of platforms.

Operational efficiency

SRE best practices include internal team oversight, platform design, improvement and incident management. MPS manages weekly planning, prioritisation, review and relevant stakeholder meetings

Security and performance management

MPS manages all cloud and platform engineering needs including reliability, resilience and production-ready assessments, as well as observability and ongoing monitoring. Deliverables include security assessment, capacity planning, deployment models and incident management.

About BBD

BBD has had a reputation of delivery for almost four decades. Our expertise in the private and public sectors have resulted in a wealth of understanding on how to use technology as an enabler of business transformation and modernisation. We provide effective business solutions to suit our clients' needs, using a consultative approach and drawing on our people's diverse range of experience and skill. BBD is a level 1 B-BBEE partner, with a 135% B-BBEE recognition level and is over 51% black-owned.

Get in touch

If you'd like to engage with us, we'd love to hear from you.

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