

# Your platform team builds. We operate the pipelines, 24/7.

Backlogs, after-hours coverage, and developer requests keep platform engineers from building. OpsWerks operates your CI/CD platform and supports your developers 24/7; **your team keeps L3 engineering, architecture, and the roadmap.** We want you to need us less over time, and we've handed stabilized engagements back to internal teams.

## WHERE WE SIT

Between your developers and your CI/CD platform. Developers bring requests to us; we operate the pipelines and the platform underneath; your platform engineers own L3, architecture, and the roadmap. Coverage without hiring: fixed pricing, defined service levels.

## WHAT WE NEED TO START

A starting scope, one owner on your side, access, and one handoff with your platform engineers. We agree support channels and escalation contacts, and work inside your security boundaries and change process.

In OpsWerks' State of SRE Operations 2026 report, **platform and developer support bottlenecks are the #2 operational challenge (22%)**; half of teams name CI/CD and deployment automation a top effort area.

## What's included



### Pipeline operations and release management

We build, operate, maintain, and scale your CI/CD pipelines for application releases and platform changes. Deployment automation and validation from dev to production, plus 24/7 troubleshooting.



### Developer support and enablement, 24/7

Engineers available 24/7 through an agreed queue or chat channel for troubleshooting, incidents, application debugging, and onboarding. We escalate to your team where needed and keep runbooks and self-service guides current.



### Developer platform and infrastructure

We operate and maintain your developer platform, including GitHub Enterprise, Jenkins controllers and agents, Artifactory, databases, and Mesos or Kubernetes. We handle provisioning, upgrades, patching, capacity, availability, monitoring, incident response, infrastructure automation, and drift remediation.



### Legacy platform operations and migration

We operate your legacy platform through sunset, identify and retire unused applications, and migrate the rest to your new platform.

## In practice: CI/CD engagements, past and present

- ✓ **2018 to 2024:** platform support and customer success for a central developer platform (GitHub, Artifactory, internal CI, Spinnaker) serving nine business units at a Fortune 100 technology company; stabilized and handed back to the internal team in 2024.
- ✓ **Since 2020:** 24/7 support and triage for CI/CD workflows on Spinnaker and TeamCity, and for the Nomad deployment infrastructure, for a global payments platform.
- ✓ **Since 2020:** Terraform definitions owned end to end: changes validated in QA, image and container builds verified against security baselines, promoted to production through change governance.
- ✓ **2025 to present:** support for a new internal developer platform and its infrastructure while services migrate off legacy build and release systems.
- ✓ **2026:** CI/CD pipeline inventory across two CI systems into the CMDB for compliance scope, with container image tagging gaps resolved through pipeline pull requests.

## Examples of the technology we operate and support

A sample from live engagements, on open-source tools and customized in-house CI/CD systems.

### CI AND SOURCE

Jenkins · TeamCity · GitHub · container build pipelines and inspection tests

### CD AND GITOPS

Spinnaker · Argo CD · Flux · GitOps rollouts · deployment automation, release validation, phased rollouts with rollback

### CONTAINERS AND REGISTRIES

Kubernetes on EKS, GKE, and on-prem clusters · Nomad · Docker · Artifactory

### INFRASTRUCTURE AS CODE

Terraform · Ansible · Puppet · Chef · drift remediation and image baselines (AMIs)

### OBSERVABILITY AND MESH

Datadog · Splunk · Prometheus · Grafana · CloudWatch · Istio

### ON-CALL, SECRETS, CLOUDS

PagerDuty · Slack-driven support queues · Vault · AWS · GCP · hybrid on-prem

## Scope and responsibilities

### STANDARD OPERATIONS

#### Proven at scale

- ✓ **Agreed scope:** pipeline operations, developer support, documentation, and supporting infrastructure; legacy operations where needed.
- ✓ **Platform incident response:** triage, escalation, root-cause analysis, and runbook updates. In a 24/7 incident-response engagement, 85-90% of alerts were resolved on first contact.
- ✓ **Deployment automation and release validation** from dev to production.

### OPTIONS TO ASSESS IN DISCOVERY

#### Scoped together

We assess your platform, tooling, and standards to agree what fits.

- ✓ **Release strategies:** canary, blue/green, and rollback runbooks.
- ✓ **Pipeline security gates:** scanning, secrets, policy as code, and SBOM and signing where required.
- ✓ **Delivery measurement:** a DORA baseline and monthly reporting.
- ✓ **Build performance and cost:** caching, parallelization, and runner sizing.
- ✓ **Change management:** your ITSM and approval process.

### STAYS WITH YOUR TEAM

#### Your decisions and engineering ownership

- ✓ **Roadmap, architecture, and IDP product decisions.** We operate to your direction and report adoption blockers. Architecture and release-strategy consulting and IaC standardization can be scoped separately.
- ✓ **Application code and tests.** We operate the test infrastructure and environments.
- ✓ **Security policy and access control.** We work within your boundaries.
- ✓ **L3 engineering and major incident command.** We handle initial response and escalate to your team.

## How an engagement starts

In discovery, we agree the scope, assess access and platform readiness, and propose a handoff timetable. New platform build work is scoped separately.

### PHASE 1

#### Confirm access and ownership

You name an owner for the agreed scope; together, we confirm access and permissions.

### PHASE 2

#### Single handoff

We capture your engineers' knowledge, write the documentation and runbooks, and cross-train our team.

### PHASE 3

#### Start with one scope

You choose the first team, platform, or queue; we agree success measures. We take ownership when both teams confirm access, runbooks, and escalation paths. Your team retains L3 engineering, major incident command, and the roadmap.

### PHASE 4

#### Review results monthly

We report against agreed measures so both teams can assess performance and priorities.

## How we deliver



#### Outcome Ownership

We own outcomes within the agreed scope, measured by results, not ticket counts: root causes resolved, technical debt reduced, adoption blockers reported.



#### Autonomous Execution

After handoff, we operate the agreed scope without daily direction. The engineers who operate it day to day are the ones who respond, with 24/7 follow-the-sun coverage across US, EMEA, and APAC.



#### Predictable Partnership

Fixed, transparent pricing tied to outcomes, with knowledge in runbooks and a cross-trained team, not one person. No relearning your environment, no change-order business model.

## Proof: we operated the legacy platform; the new one shipped two years early

### 24 months

ahead of plan: next-gen CI/CD platform delivered while we operated the legacy one

### 10,000+

apps supported through transition, 1,000+ internal users

### 10x

decrease in platform outages; >99% uptime on the existing platform during migration

### 50%

technical debt cut within 6 months

A global technology leader's customized CI/CD platform supported about 10,000 apps and 1,000+ internal users. OpsWerks took full operational responsibility for the legacy platform, restoring security compliance and reducing technical debt while the internal team built its replacement.

“ Thanks to OpsWerks, we were able to accelerate our platform transformation and deliver results 24 months ahead of schedule. We're incredibly grateful for their partnership throughout this journey.

ENGINEERING DIRECTOR

Full case study: [go.opswerks.com/case-study-strategic-transformation-technology-leader](https://go.opswerks.com/case-study-strategic-transformation-technology-leader)

## Proof: 10,000+ apps moved off the legacy platform, zero unplanned outages

### 10,000+

apps assessed; 60% retired, the rest migrated

### 60%

app retirement reduced cost and fragility

### 20%

faster builds; improved deployment reliability

### 0

unplanned service outages during migration and upgrades

A Fortune 100 technology company needed to move 10,000+ applications from a legacy Heroku-style platform to GitHub, Jenkins, Docker, and Kubernetes. OpsWerks assessed every application, retired the dormant 60%, and migrated the rest with tailored builds, monitored cutovers, and self-service guides.

“ I really want to thank you for digging me and the rest of us out of this particular hole. It was very appreciated. I'm very happy with you guys.

ENGINEERING SYSTEMS SRE

Full case study: [go.opswerks.com/case-study-seamless-migrations-zero-downtime](https://go.opswerks.com/case-study-seamless-migrations-zero-downtime)

## Proven at scale beyond CI/CD

### 11+ years

operating the platforms and infrastructure behind systems used by hundreds of millions of people; multiple engagements stabilized and handed back

### 250+

engineers across the US and the Philippines; 24/7 follow-the-sun across US, EMEA, and APAC

### 500+

Kubernetes clusters upgraded in 90 days, zero major disruptions

### 5,000+

EKS nodes patched in under a week, zero P0/P1 incidents from the rollout

Certified: CKA · CKAD · AWS Solutions Architect · Google Associate Cloud Engineer · Azure Fundamentals

More: [go.opswerks.com/case-study-kubernetes-eks-upgrades](https://go.opswerks.com/case-study-kubernetes-eks-upgrades) · [go.opswerks.com/case-study-5000-eks-nodes-patched-in-less-than-a-week](https://go.opswerks.com/case-study-5000-eks-nodes-patched-in-less-than-a-week)

NEXT STEP

## Let's scope your first handoff.

Bring your CI/CD platform owner and a walk-through of how code gets to production today. We'll come back with the starting scope, handoff plan, proposed timetable, and success measures.

Schedule a discovery call