



# Exploring the Evolution:

## Lessons from Building Our Internal Developer Platform

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# Your Story Teller!

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# RELEX Solutions

## Supply chain and retail planning platform

Helps retailers unify their planning, from demand and merchandise to supply chain and operations.



<https://www.relexsolutions.com>

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# 01

# Origins

The Beginning of the Journey

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# Where did it all started: 2019



## Scope

Project, not a  
Platform



## Focus

Team-centric, not  
company-wide



## Resource Allocation

Outsourcing to  
consultants, not an  
internal team

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02

# The Initial Stages

The early days

# The Initial Stages: 2019-2020



## Shift of Scope

From Project, to  
Platform



## Shift of Focus

From Team-centric,  
to company-wide



## Early Adapters

A few developer  
teams start using it



## Change of Strategies

Planning  
adjustments on the  
go



## Unstable Team Dynamics

Varied Consultants  
(developers) Across  
Phases



# 03

# Chaos

Managing a Major Incident

# Chaos Happens: 2020



## Mistake

Scope & Focus  
changed:  
Strategies & Team  
Dynamics were not  
adjusted beforehand

Major Incident:  
Migration of Service Principles  
to Azure Managed Service  
Identity (MSI) change was a  
failure & was reverted.



## Chaos

Unhappy users:  
One developer team leaves!



## Lesson Learned

Change of  
perspective is  
required.



# 04 Growth

Exploring Opportunities for Expansion

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# Time For Growth: 2021-2023



## Shift of Perspectives

Platform is the Product,  
and  
Developer teams  
are the Customers!



## Resource Allocation

Dedicated Internal  
team



## Unifying Efforts

Project Manager is  
required

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# 05

## Lessons Learned

Insights and Reflections

# Lessons Learned

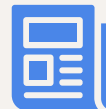


## Feedback

Gather feedback  
from users

## Documentation

Knowledge sharing,  
Best practices,  
Release blogs



## Standardization

Helps users to  
understand the  
procedure

## Training

Developer training:  
Release demos



# Lessons Learned



## Prevent Incidents

Resource locks,  
Soft-delete policies,  
Backup options

## Security



Least privileged service  
Principles,  
Access packages for users,  
Security patching



## Cost Optimization

Resource tags,  
Cluster Start/Stop  
automation

## Semantic Versioning



Shared understanding,  
Environment independency,  
User autonomy

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# Lessons Learned



## Testing

Continues deployment testing not enough,  
Test releases against each other,  
Rollback plan



## Separated repositories

Segregation of accessibility and  
deployer service principles

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# 06

# Conclusion

Key Takeaways

# Takeaways



## Perspectives is important

Treat your Platform as a Product



## Constant Feedback

Developers are Customers



## Internal Team

Dedicated team is required for building an IDP

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“Failure is not the opposite of success, it’s  
part of success.”

—**Arianna Huffington**

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# Thanks

Do you have any questions?

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