

— CUSTOMER STORY

Infrastructure changes stopped going straight from laptop to production.

terraform apply, from someone's laptop

The logistics company's platform team was quick and trusted. That was part of the problem: infrastructure changes went out from individual laptops, with the review happening afterwards, if at all.

The situation — Fast, trusted, and unreviewed

Nothing had gone badly wrong yet. The team could see how it eventually would:

- Terraform ran from engineers' machines with their own credentials.
- Plans were sometimes pasted into chat for review, sometimes not.
- Different engineers used slightly different wrapper scripts for the same job.
- Peak season was coming, and a bad apply during it would stop deliveries.

The move — One plan-and-apply workflow with approval in the middle

The team forked the prebuilt Terraform Plan & Apply workflow: it runs the plan, posts the diff for approval, and only then applies on the target site. The wrapper scripts were retired the same week, and personal credentials came out of the path entirely.

"Nobody lost any speed. The plan still takes a minute. The only difference is that someone else sees it before it goes out — which is what we always said we did."

— PLATFORM ENGINEERING LEAD

— DEPLOYMENT SNAPSHOT

SECTOR

Freight and parcel logistics

ESTATE

AWS and GCP, multiple accounts

START POINT

Forked Terraform Plan & Apply

TYPE

Workflow

TRIGGER

Manual / direct, from the library row

APPROVAL

Diff reviewed before every apply

CHANGE

Added cost-estimate step to the plan

INTEGRATIONS

Terraform, AWS, GCP, Slack, Jira

— BUILT ON

3

AUTOMATION
TYPES

10

BLOCK FAMILIES

1-click

RUN ON ANY
SITE

- **Fork, don't start blank.** Most of the work already exists
- **Pick the right machinery.** Fixed steps, reasoning inside in the library — change what is different.
- rails, or a standing agent — matched to the job.

— HOW IT WAS BUILT

Fork

Started from the prebuilt plan-and-apply workflow, not the team's wrappers.

Tune

Added a cost estimate to the posted plan so reviewers saw spend impact too.

Gate

Apply waits for approval from someone other than the requester.

Retire

Deleted the old wrapper scripts once every change went through the library.

— WHAT CHANGED

BEFORE WORKFLOW DESIGNER

- Applies from individual laptops
- Review optional, and usually after
- Several wrapper scripts for one job
- Personal credentials in the path
- Peak-season risk nobody owned

WITH WORKFLOW DESIGNER

- Every apply through one workflow
- Diff reviewed before anything changes
- One definition; wrappers retired
- Runs on the target site, not a laptop
- A clear record of who approved what

— WHERE THE CHANGE CAME FROM

The process already existed

The team always said changes were reviewed; the workflow simply made it true.

Speed stayed the same

Plan, post, approve, apply added a minute, not a day.

Fork beat mandate

Offering a better tool retired the wrappers faster than a policy would have.

— WHY THIS MATTERS IN LOGISTICS & TRANSPORT

Terraform & scripts blocks

Approval flow control

Forking

Manual / direct trigger

Cross-platform (AWS, GCP)

Outputs to Slack & Jira

One-click run

Org sharing

— BOTTOM LINE

Workflow Designer gave a fast-moving platform team a review step that costs a minute and closes the gap before peak season found it.

3 AUTOMATION TYPES**10** BLOCK FAMILIES**1-click** RUN ON ANY SITE

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**Stop rewriting the same
runbook.**

Fork a prebuilt automation, point it at your site,
and run it today.

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RUN

1-click, any site

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