MCP Dev Summit Bengaluru

From MCP Discovery To Execution: Building a Governed Marketplace & Gateway for Agentic Systems

Ecosystem, Registries + Platform Infrastructure

freshworks

MCP
Dev Summit
Bengaluru

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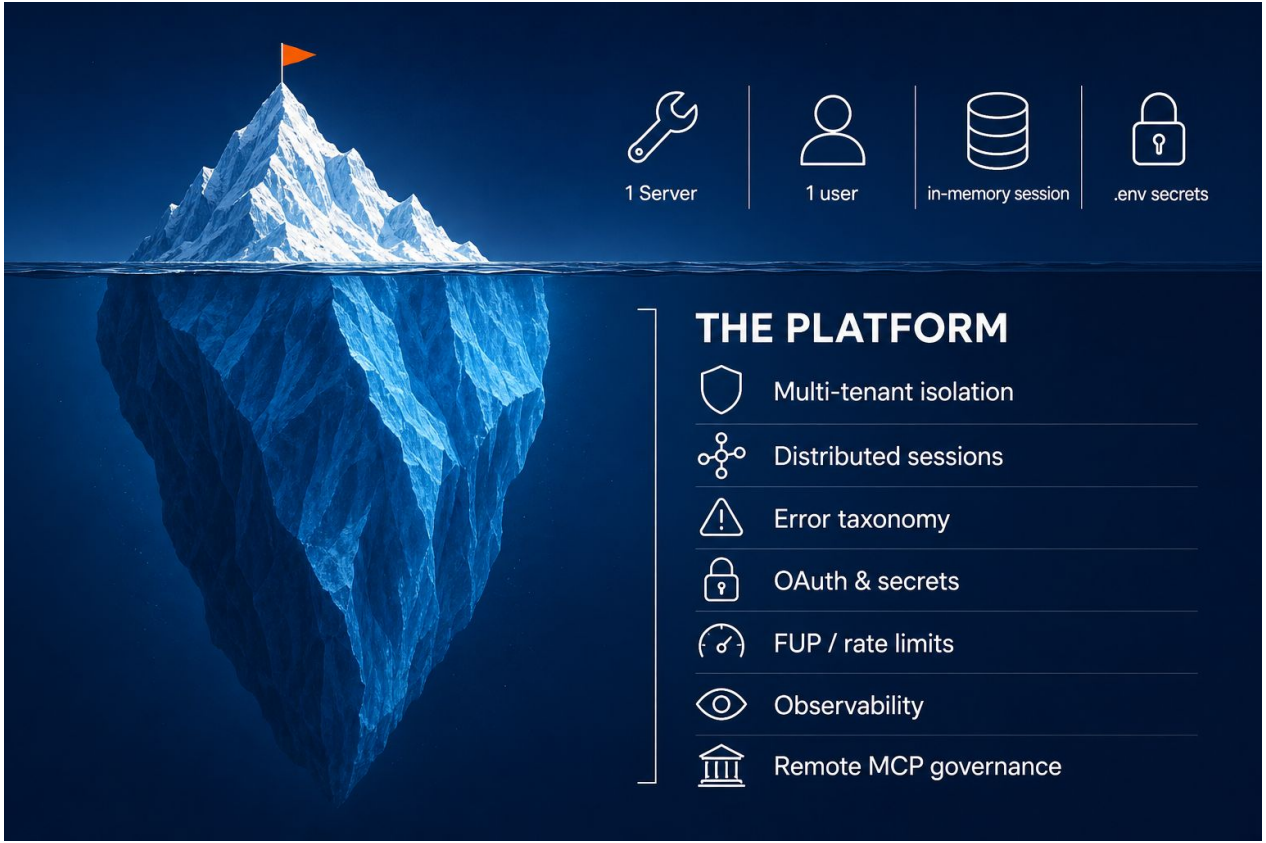
Freshworks

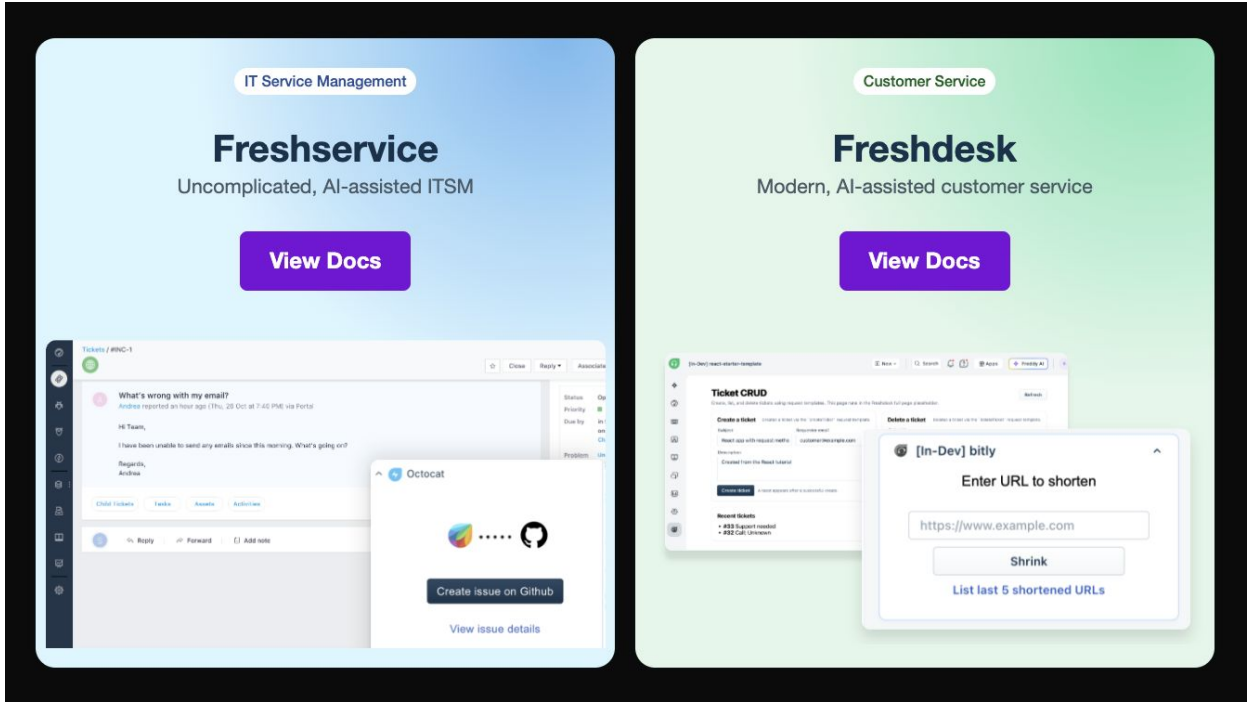
MCP is a protocol, not a Platform

A protocol gives you a common language. A platform makes it safe to run.

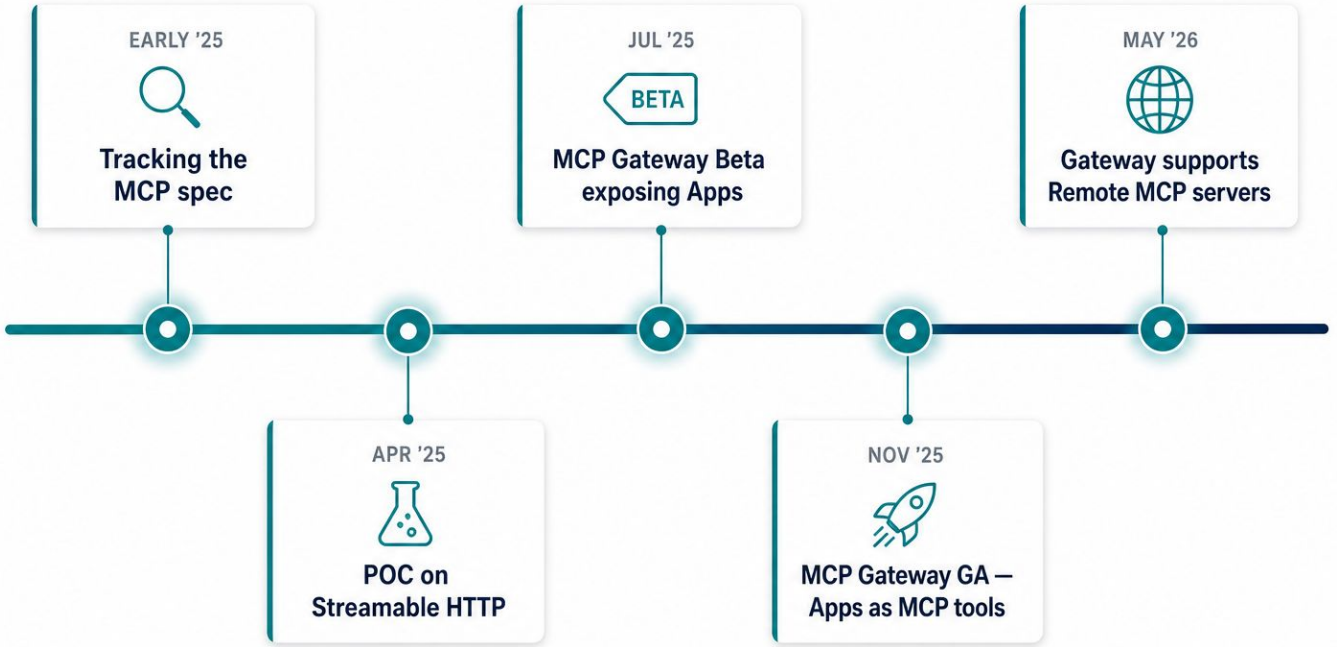


One platform. Multiple products. Countless Integrations

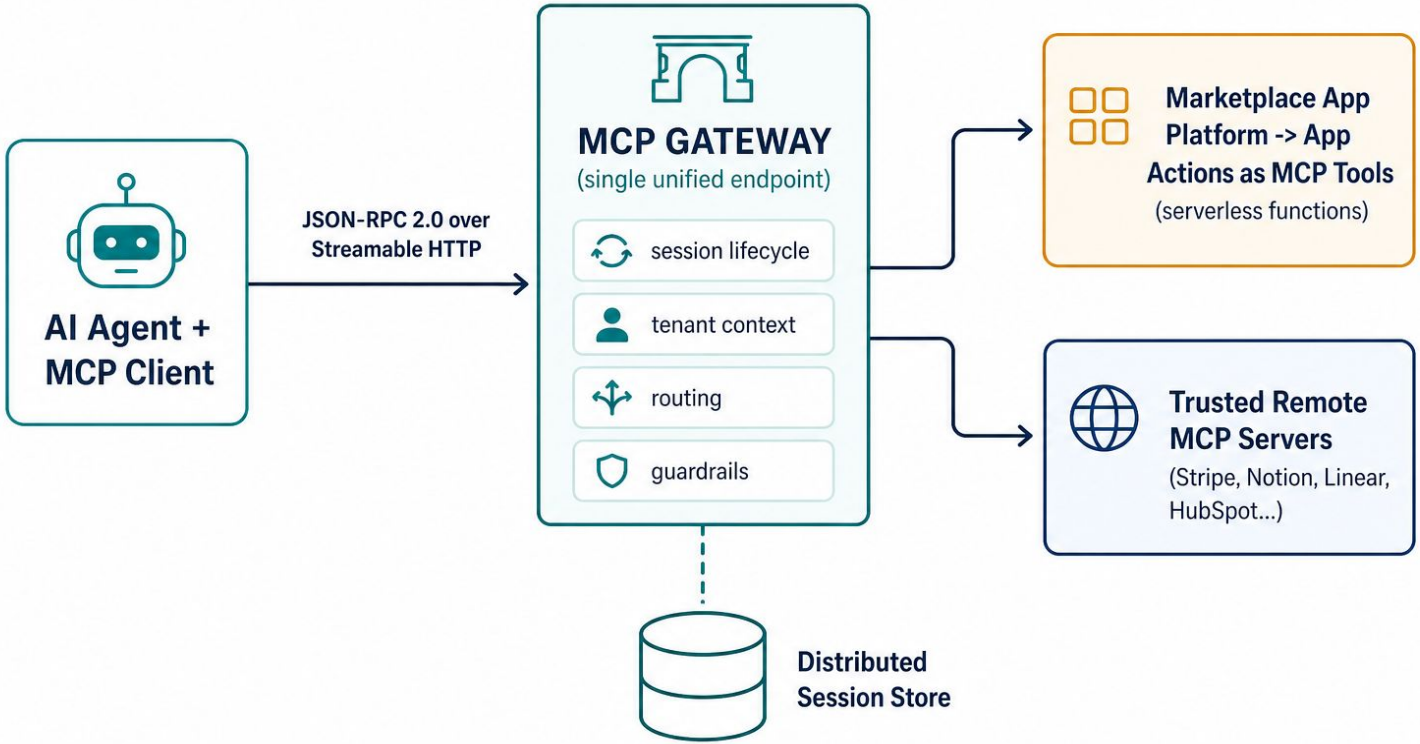
That's the demand that made MCP the obvious fit.



Our MCP Platform Journey



One endpoint. Many tools. Two backends



OAuth is not an AI client problem

Identity should be solved once, by the platform - not in every agent.

What AI clients try to do

OAuth

Secret storage

Token refresh

Client registration

What AI clients should do

Reasoning

Understand context, infer intent, derive insights.

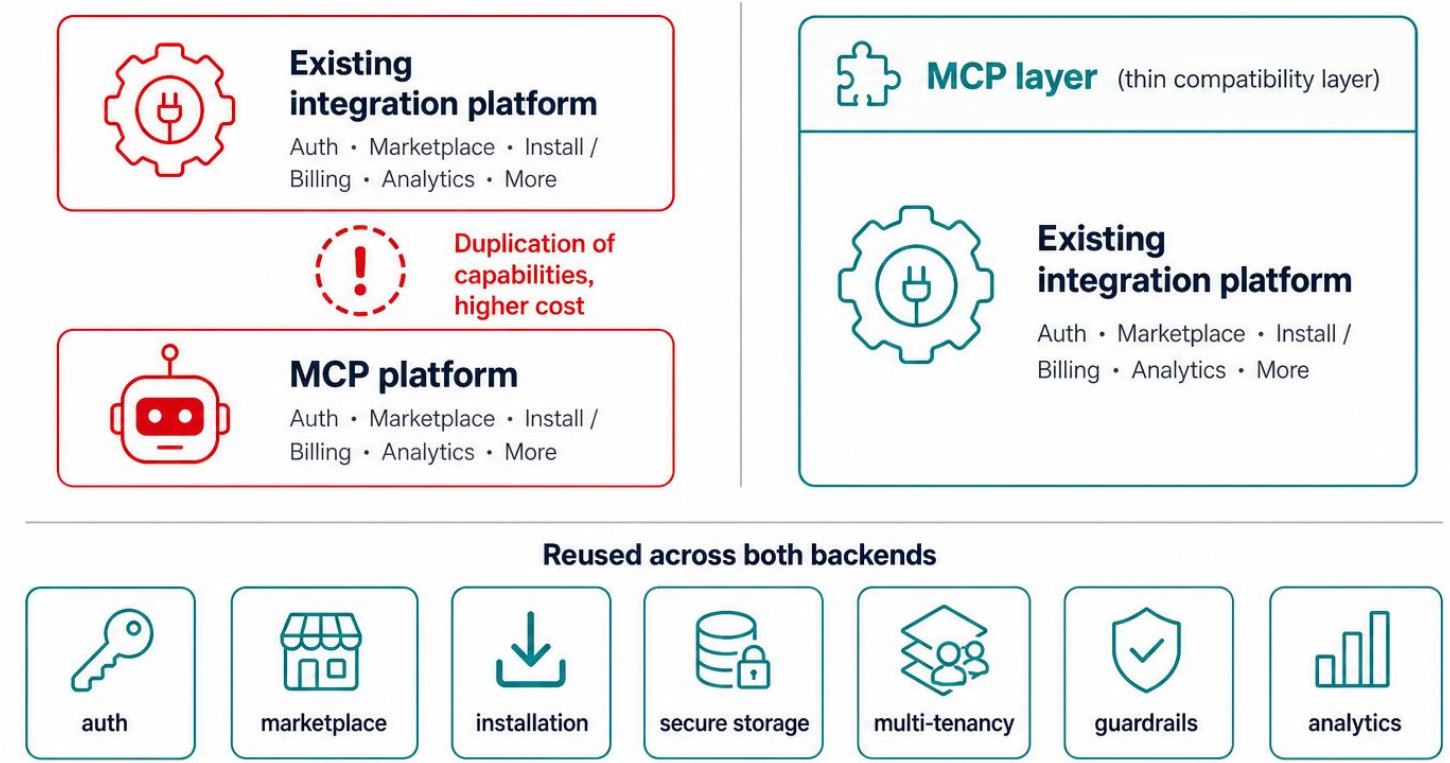
Planning

Break goals into steps, choose tools, adapt plans.

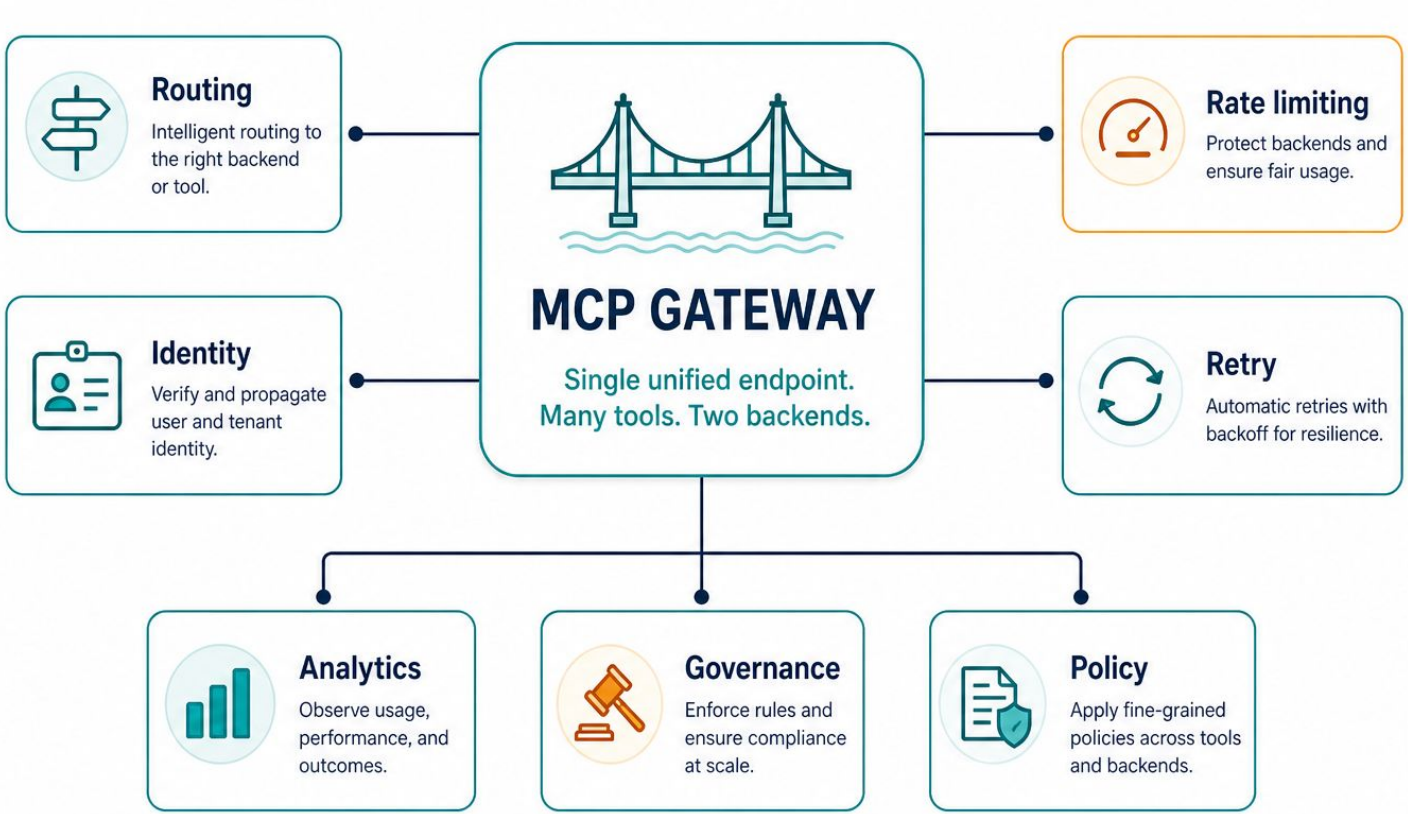
Execution

Call tools, act on results, observe outcomes.

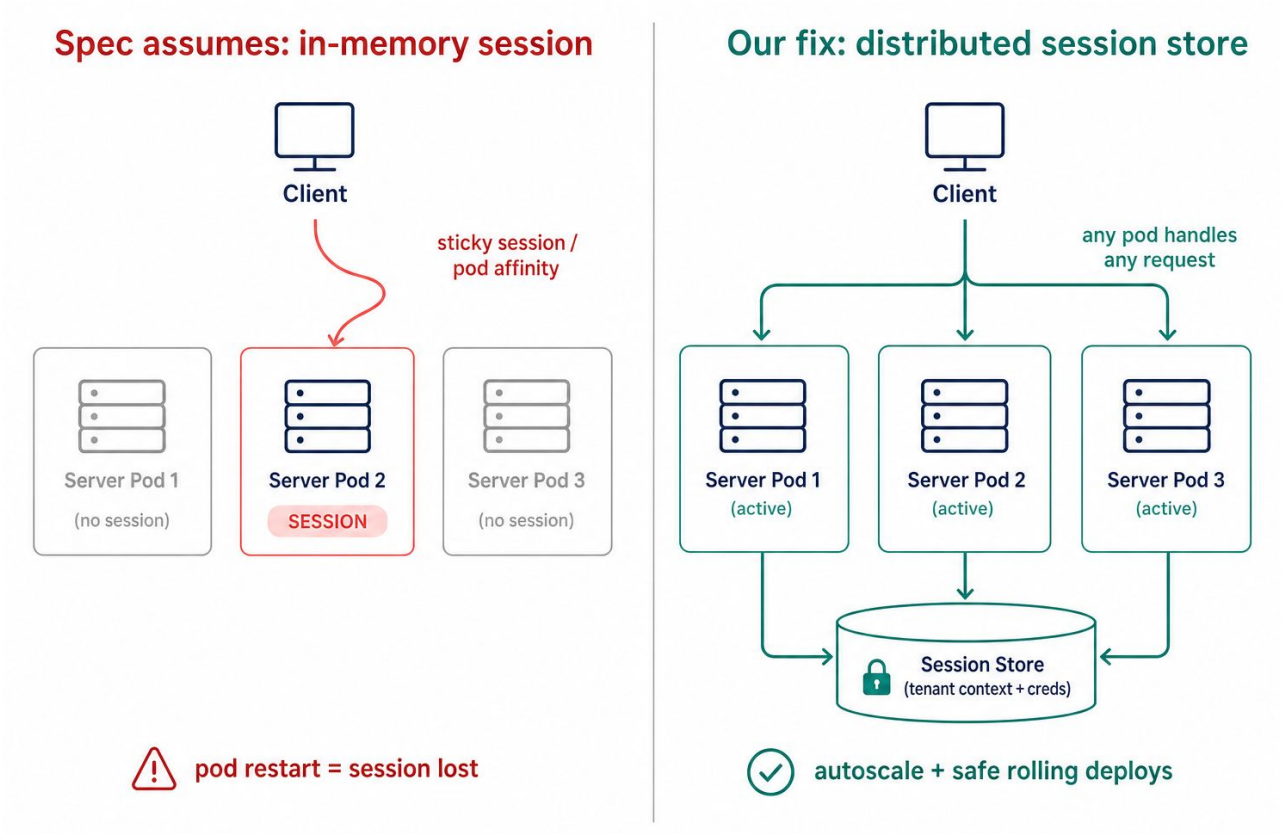
Layered MCP on top of the platform



Gateway is a control plane, not a proxy

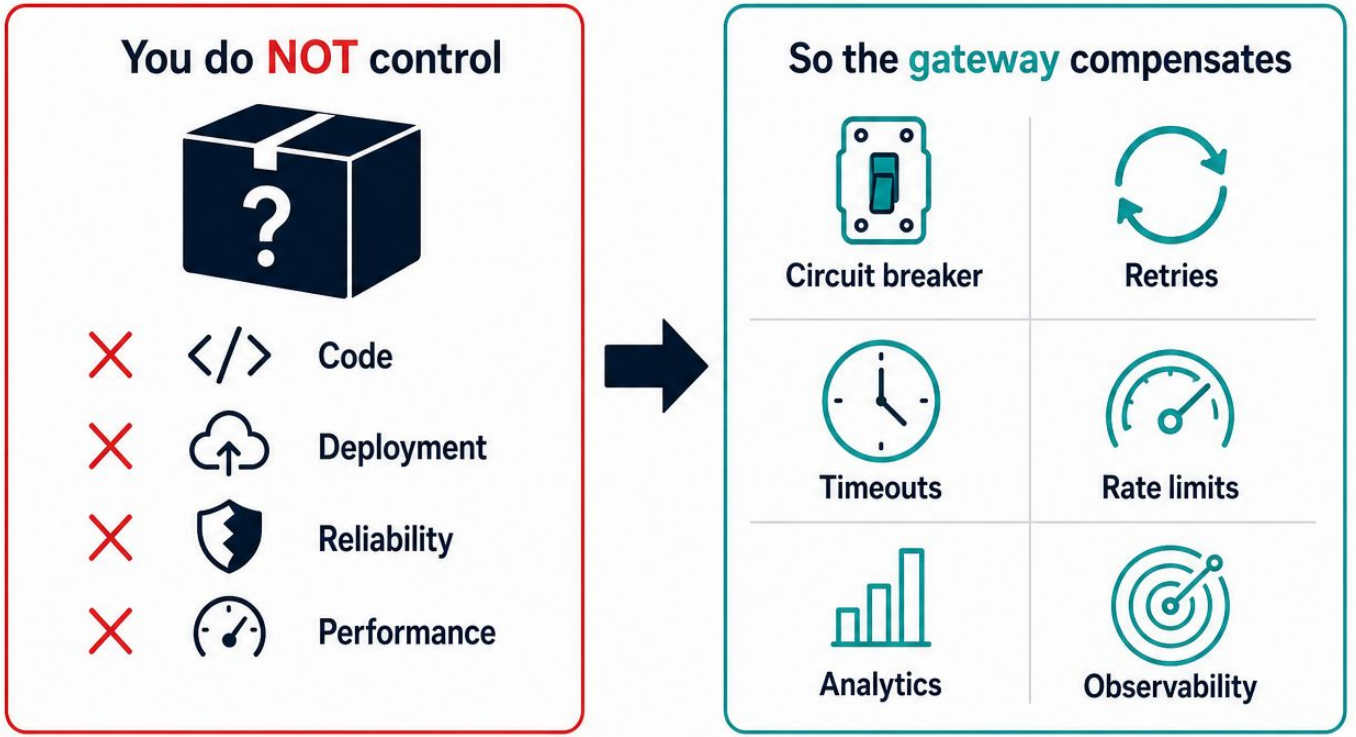


Sticky sessions don't survive autoscaling



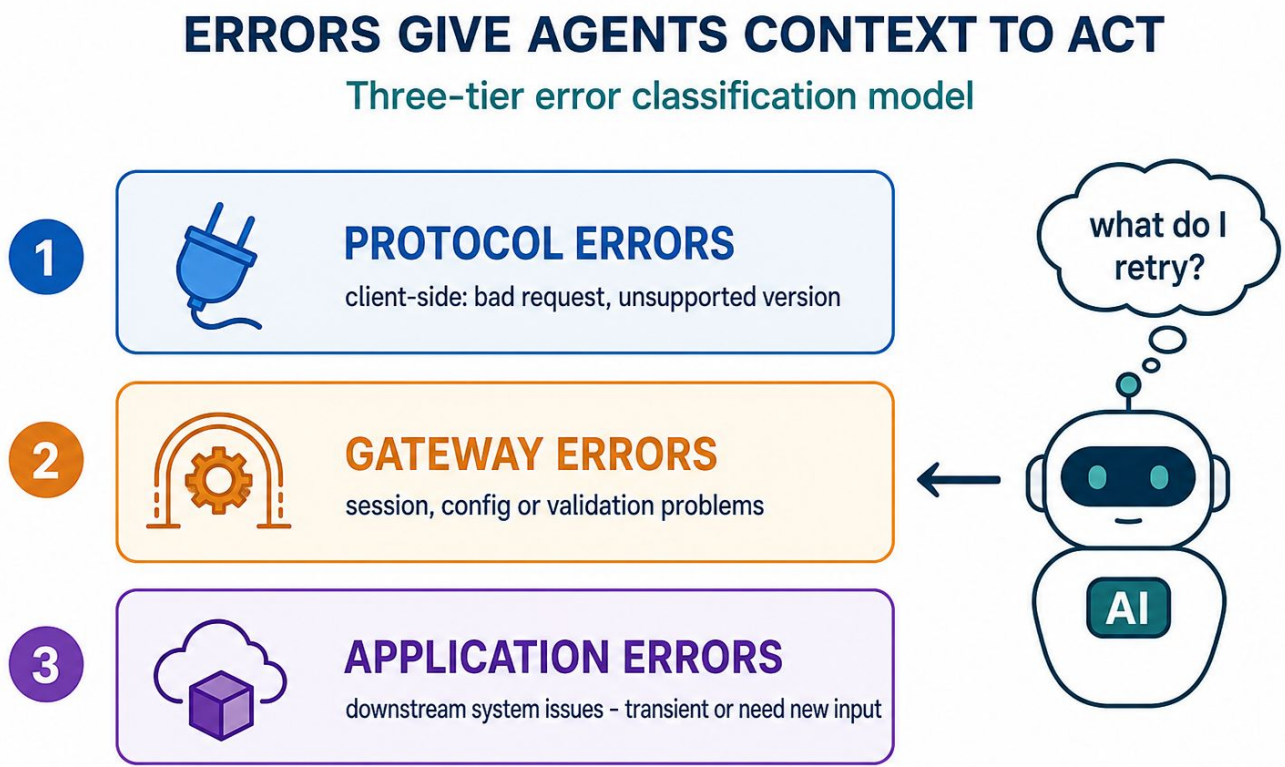
You don't control the server, You control the door

Remote servers are black boxes
- assume failure & unpredictability.



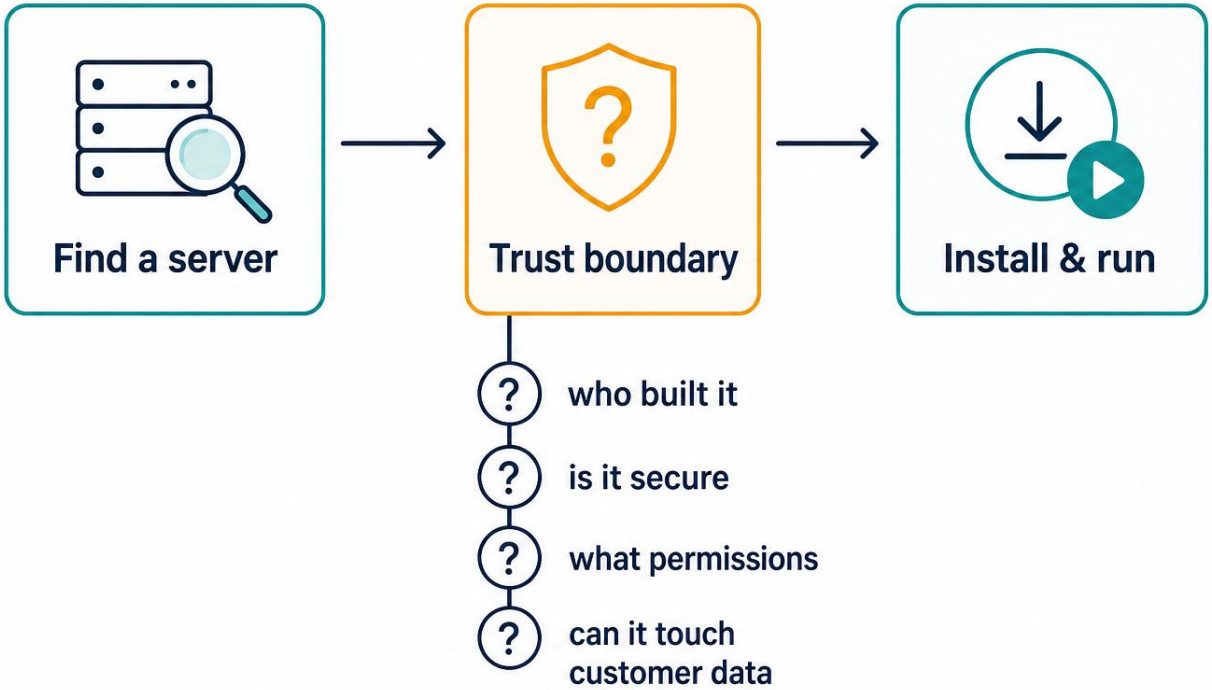
A Three-tier error taxonomy

An agent that can't classify failure cannot recover.



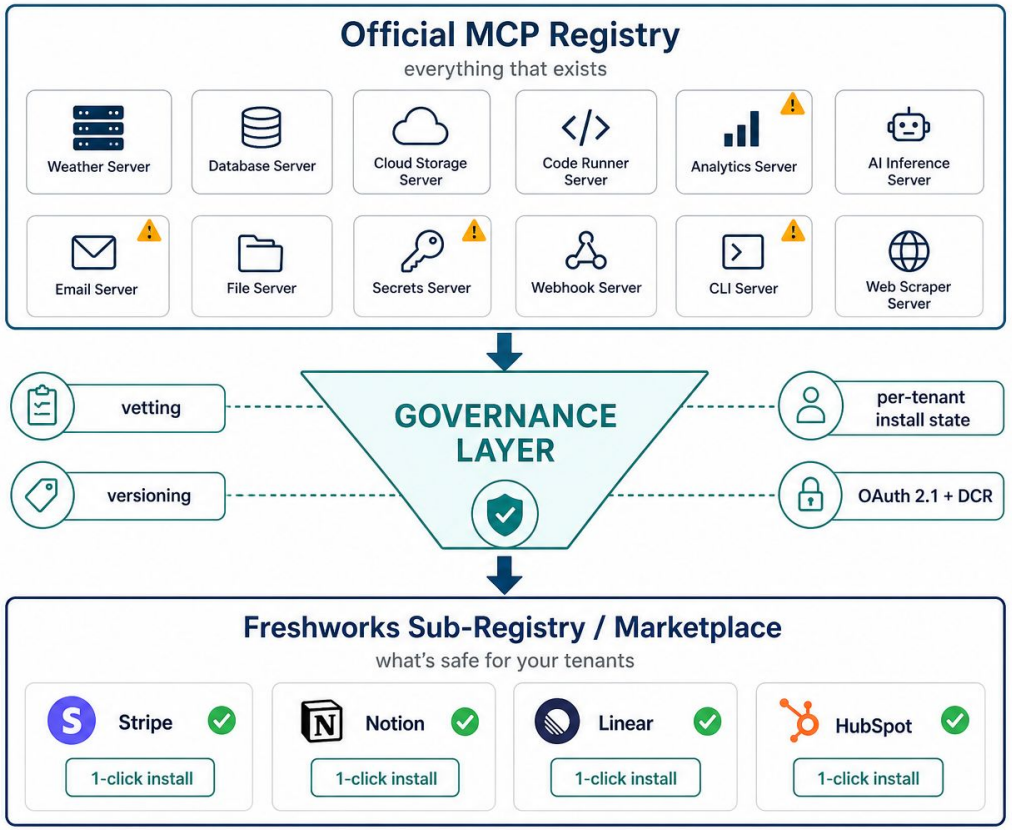
Discovery is not trust

Finding a server is easy.
Trusting it is hard.

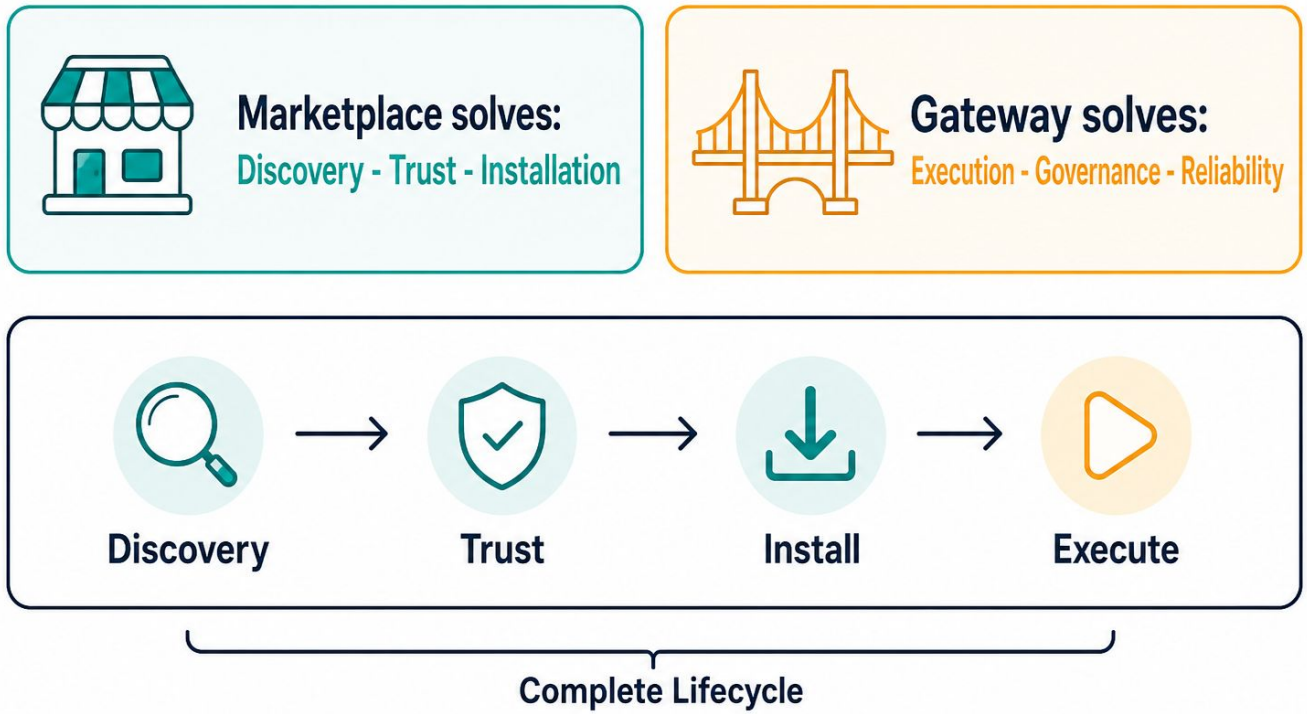


A Governed Marketplace/ Sub-registry

The Registry API tells you what exists. Not what's safe for your product.



Marketplace + Gateway = Full tool lifecycle



Why this matters for the Ecosystem

1. **Model + Pattern:** The Governed Marketplace & Gateway
2. **Production lessons:** Beyond the Spec
3. **Lower barrier:** For the next team shipping Production MCP

More enterprises consuming → more vendors publishing → more agents using. That flywheel needs reference architectures, not just white papers.

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Thank you!

To Go deeper, scan for the full story →