



Enabling rapid transition with GenAI

Introduction

A protein manufacturer and exporter faced the challenge of transitioning over 200 applications across SAP, custom, and commercial off-the-shelf (COTS) applications, including infrastructure, client services, and cybersecurity, from an incumbent provider within a tight 12-week timeline.

Challenge

The timeline: just 12 weeks to execute a handover across infrastructure, client services, and cybersecurity. With every technology tower transitioning in parallel, cross-team communication became critical, and even minor missteps risked derailing the effort. The transition also coincided with the client's fiscal year-end, making it essential to safeguard month-end processes and mitigate any disruption to ongoing business operations. Navigating these obstacles demanded precision, collaboration, and unwavering focus from all involved.

Solution

Deloitte leveraged the Transition Complexity Index (TCI) tool for effective transition planning and utilized ServiceNow to manage the process efficiently. Our GenAI-powered Document Generator automated the creation of Application Understanding Documents and other key transition documents, streamlining knowledge transfer. Regular playback sessions, along with shadow and reverse shadow phases, ensured thorough knowledge assimilation.

Phase gate approvals at each stage maintained quality and accountability, while our GenAI-driven transition management process enabled a seamless shift to the improved product environment.

Value delivered



100%

Ticket ownership in reverse shadow



250+

Knowledge transition hours



250+

AUDs created by Document Generator



Explore our GenAI offerings

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