



Together makes progress



# Enabling seamless transition for application management services powered by Generative AI

An effective Operate model transition can help transform enterprise operations with the right approach powered by GenAI. At Deloitte, we minimize client disruption and maintain trust by leveraging GenAI for documentation, on-demand knowledge delivery and accelerated onboarding. Our risk mitigated transition helps set a strong foundation for client relationships, marked by transparent communication and proactive support resulting in expedited value realization for the clients. GenAI supercharges learning and troubleshooting, helping clients experience faster, smoother onboarding and long-term operational excellence driven by analytics and continuous closed-loop feedback.

## Why Deloitte's GenAI-enabled transition approach?



### Faster, low-disruption onboarding

Automated documentation, on-demand knowledge, and digital collaboration facilitate an effective ramp-up—so your team can deliver value from day one.



### Continuous knowledge transfer

Structured training, immersive shadowing, and real-time documentation and Q&A make operational knowledge accessible, minimizing risk and enhancing digital collaboration.



### Analytics at every step

Advanced analytics to monitor learning progress, identify skill gaps, and drive continuous improvement and efficiencies with customized playbooks and dashboards.



### Industry-specific compliance and leading practices

Frameworks and accelerators built on industry standards help maintain regulatory compliance and embed tested practices from the start.



### Comprehensive tools ecosystem

Our automated mappers, key performance indicator (KPI) dashboards, and customizable toolkits facilitate the adoption of leading practices, enabling continuous and measurable improvement—delivering tangible results for the business.

## Potential benefits



### Faster onboarding, lower overhead:

GenAI helps eliminate manual bottlenecks, accelerating the onboarding cycle and reducing operational drag.



### Better talent retention, less subject-matter expert (SME) dependency:

Systematic knowledge capture and transfer to reduce reliance on individual SMEs, supporting talent development and retention.



### Enhanced productivity, quicker value realization:

Standardized, automated processes drive productivity and faster time to market.



### Scalable, consistent knowledge transfer:

Our approach scales with client needs, adapting to teams of any size and complexity.



# How GenAI enables seamless transition in application management services

Deloitte's GenAI solutions are designed to transform the application services transition process in Operate by accelerating onboarding, standardizing operations, and elevating client confidence at every step.

## Accelerated onboarding and knowledge transfer

GenAI-driven frameworks automate generation of application understanding documents and streamline knowledge transfer from incumbent teams to Deloitte.

### Featured tool:

- Ascend delivers real-time process guidance and automates routine onboarding tasks for a fast, precise transition.

## Standardized processes and workflows

Ascend platform embeds leading practices and enforce standardized workflows, minimizing disruption and facilitating smooth operations.

### Featured tools:

- Built-in tasks, checklists, templates, GenAI-enabled document generator and project plan from the Transition Center of Excellence (TCoE).

## Automated monitoring and reporting

Real-time AI monitoring tools provide actionable insights into transition progress, system performance, and integration status.

### Featured tools:

**TechOps Insights:** Using previously gathered historical data develop capability model that will help understanding system performance enabled via a self-service ChatBot powered by GenAI.

## Consistent knowledge management

GenAI helps ensure critical institutional knowledge is captured, organized, and delivered to new teams—protecting intellectual capital and reducing risk.

### Featured tool:

- Knowledge Capital™: Grants instant access to relevant documentation and leading practices curated by GenAI.

# Seamless application services transition at scale – AI-assisted planning, execution, and stabilization

Deloitte enabled a global industry leader to transition more than 200 business-critical applications—including intricate SAP environments—in just 12 weeks. Leveraging AI solutions, our approach ensured continuity, accelerated knowledge transfer, and minimized risk at every stage of the process.



## Key highlights

- Automated onboarding: AI-driven tools automated documentation and streamlined knowledge transfer, ensuring critical knowledge was captured and shared efficiently.
- Effective operations: End-to-end ticket management and real-time process guidance enabled uninterrupted service, reducing operational risk and downtime.
- Accelerated time to value: The transition was completed rapidly, enabling the client to realize business value more quickly and establish a foundation for ongoing improvement.
- Sustained success: Deloitte's risk-mitigated approach empowered ongoing operational efficiency and long-term business growth.



## The result

A future-ready, resilient operating model—delivering continuity and setting a standard for business transformation at scale.

## GenAI: Driving continuous value in application management services

Embracing GenAI as part of Deloitte's transformative journey facilitates an effective transition by uniting cutting-edge automation, advanced insights, and seamless experience. By integrating GenAI into our Operate offerings, we empower teams to deliver enhanced value, drive operational excellence, and drive future-ready client solutions. This adoption positions Deloitte Operate at the forefront of innovation, enabling us to respond to client needs with flexibility, improve efficiency, and unlock new possibilities for growth and differentiation.



Drive steady-state performance with application managed services that simplify operations, speed issue resolution, and sustain quality across the enterprise.



Explore our GenAI offerings



**Srinath Vamaraju**

Principal | Deloitte

Consulting LLP

[svamaraju@deloitte.com](mailto:svamaraju@deloitte.com)

+1 949 439 6837

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