



Enterprise Systems Go-Live & Stabilisation Support

Service Definition Document
CCS- G-Cloud 15



How we work

We provide digital change consultancy services, from initial strategy and scoping through vendor management, IT separation and integration to full project delivery.

SmartCo
Consulting



Enterprise Systems Go-Live & Stabilisation Support

Time-boxed cloud support services to prepare for and stabilise go-live of enterprise applications such as ERP, finance, HR and procurement systems. The service reduces go-live risk and supports early operational stability without assuming operational responsibility.

Features

- Go-live readiness assessment
- Cutover and transition planning support
- Time-limited stabilisation and hypercare advisory support

Included

- Advisory go-live and stabilisation support

Benefits

- Stabilises services immediately following go-live
- Reduces operational disruption during early live operation
- Accelerates incident identification and resolution
- Improves user confidence in new systems
- Supports safe transition to business-as-usual

Not included

- 24/7 support, system operation or managed services

