



G-Cloud 15

Service Definition Document

Aaseya Camunda Upgrade Services

1. Overview

Aaseya provides specialist **Camunda Upgrade Services**, enabling organisations to safely upgrade, modernise, and future-proof existing Camunda implementations while minimising business disruption and operational risk. As a **Camunda Platinum Partner**, Aaseya works closely with Camunda to deliver structured, scalable, and cloud-ready upgrade outcomes aligned to enterprise standards and long-term platform roadmaps.

Aaseya's Camunda Practice comprises **50+ experienced Camunda professionals**, supported by relevant Camunda certifications, with deep expertise across BPMN-based workflow orchestration, DMN-driven decision automation, and event-driven architectures using Camunda Platform 7 and Camunda 8. The practice brings strong capabilities in handling complex upgrade scenarios involving custom extensions, legacy APIs, microservices integrations, and long-running process instances.

The Camunda Upgrade Services cover end-to-end upgrade lifecycle activities, including platform and architecture assessment, upgrade strategy definition, remediation of deprecated components, process and decision model validation, and post-upgrade stabilisation. Aaseya supports both in-place and side-by-side upgrade approaches, ensuring continuity of mission-critical processes while enabling adoption of modern Camunda capabilities such as Zeebe-based execution, improved observability, and cloud-native scalability.

With proven delivery experience across Public Sector, Aaseya enables organisations to upgrade Camunda environments with confidence, ensuring compliance, performance, and operational resilience. The service is further strengthened by reusable accelerators, automated validation approaches, and strong QA and DevOps practices to reduce upgrade timelines and risk.

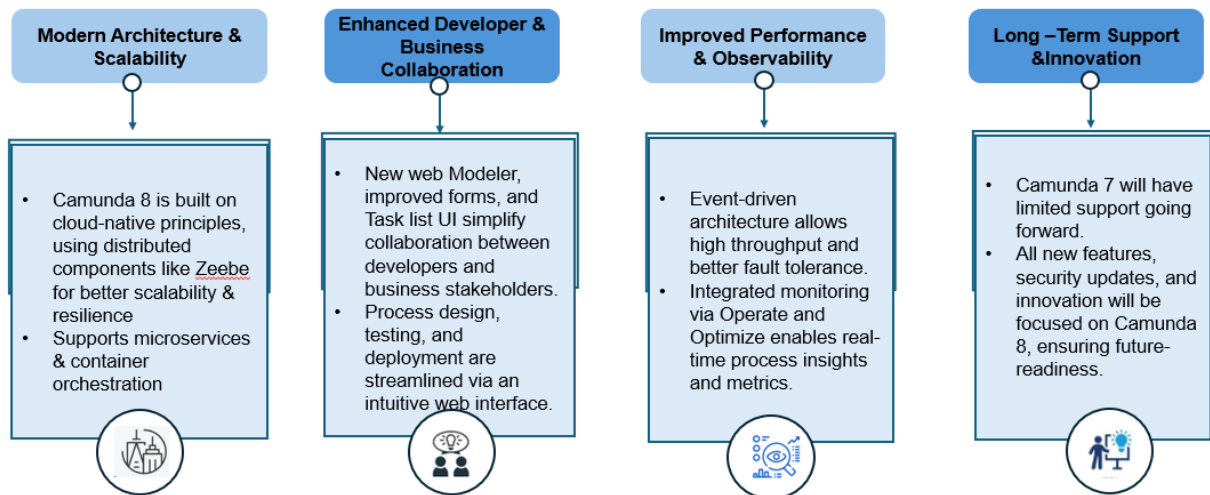
Aaseya is also a Global Delivery Partner offering flexible onsite, offshore, and hybrid delivery models. Through an Agile and DevOps-aligned delivery approach, Aaseya ensures Camunda upgrades are executed with governance, transparency, and measurable outcomes—establishing a stable foundation for continuous optimisation and future automation initiatives.



2. Context and Scope

Aaseya Camunda Upgrade Services provide a comprehensive and structured scope to support organisations upgrading existing Camunda implementations—typically from Camunda Platform 7 to Camunda 8—while ensuring architectural alignment, process continuity, and operational stability.

Why we need Migration from Camunda 7 to 8



The scope addresses both technical and functional changes introduced as part of the upgrade journey:

Technology Stack and Architecture Changes

- Transition from monolithic Camunda architectures to cloud-native, microservices-ready designs
- Adoption of Camunda 8's Zeebe-based distributed workflow engine
- Alignment with containerised deployment models using Docker and Kubernetes
- Readiness for SaaS or self-managed Camunda 8 environments

Process Engine and Execution Model Shift

- Migration from database-backed process execution to event-streaming and append-only log-based processing
- Redesign considerations for process execution semantics introduced in Camunda 8
- Validation of long-running and high-volume process behaviour under the new execution model

Migration and Modernisation of Process Models

- Review, refactoring, and adaptation of existing BPMN process models
- Alignment with Camunda 8 modelling best practices and execution constraints
- Identification and remediation of unsupported constructs or deprecated patterns

Code Conversion and Custom Component Migration

- Conversion of existing Camunda 7 Java delegates to Camunda 8 job workers
- Refactoring of custom logic to align with asynchronous, event-driven execution
- Support for worker development across supported languages (Java, Node.js, Go)

Integration and Configuration Changes

- Migration to gRPC-based client libraries and supported REST endpoints
- Review and redesign of integration approaches to align with Camunda 8 architecture
- Validation of security, connectivity, and configuration changes across environments

Deployment and Environment Strategy

- Support for Docker/Kubernetes-based deployments
- Environment migration across development, test, staging, and production landscapes
- Post-upgrade stabilisation and validation to ensure operational readiness

3. Upgrade Approach

Aaseya's Camunda Version Upgrade approach is designed to enable a controlled, low-risk transition from legacy Camunda environments to the latest Camunda 8 platform while ensuring business continuity, performance stability, and architectural alignment with modern, cloud-native standards. The approach balances automation and engineering judgment to accommodate varying levels of complexity across process models, integrations, and runtime environments.

Dual Migration Strategy

Aaseya supports two proven upgrade strategies, selected based on process criticality, risk tolerance, and operational constraints:

- **Drain-out approach** – Existing Camunda 7 processes continue running while new process instances are gradually transitioned to Camunda 8, enabling parallel operation and safe decommissioning.
- **Big-bang approach** – Processes are migrated in a controlled cutover, suitable for isolated workflows or lower-risk process domains requiring rapid transition.

The chosen strategy is validated during early assessment to minimise disruption and align with business timelines.

Technology and Architecture Transition

The upgrade approach addresses the fundamental architectural shifts introduced with Camunda 8, including:

- Transition from monolithic, engine-embedded execution to event-driven, distributed workflow execution
- Refactoring of Java Delegates into language-agnostic job workers using REST or gRPC
- Adoption of cloud-native deployment models, including Kubernetes and managed SaaS options
- Alignment with modern integration patterns and API-first designs

Aaseya ensures architectural decisions are forward-compatible and aligned with enterprise standards.

Process, Code, and Integration Modernisation

Upgrade activities cover the full technical scope required for Camunda version transitions:

- Review and adaptation of BPMN and DMN models to align with Camunda 8 modelling best practices
- Conversion and refactoring of legacy code components, scripts, and expressions
- Redesign of integrations to support decoupled execution and scalable orchestration
- Validation of data handling, state management, and event flows

Automation and AI-assisted techniques are applied where feasible to reduce manual effort and improve consistency.

Validation, Testing, and Go-Live Readiness

Aaseya embeds validation throughout the upgrade lifecycle to ensure production readiness:

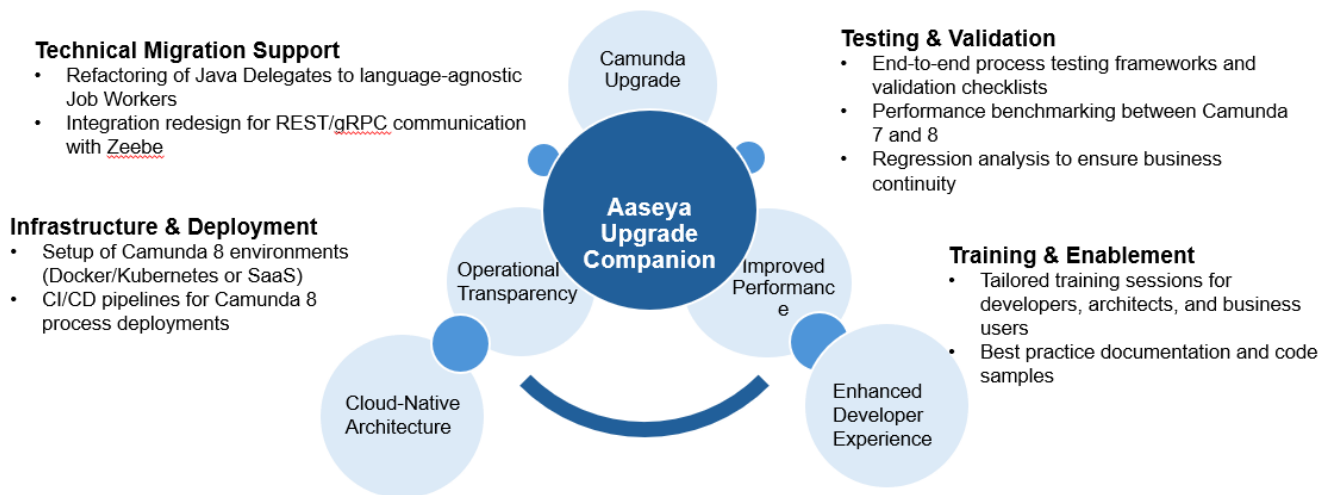
- Functional and regression testing across migrated processes
- Performance benchmarking between legacy and upgraded environments
- Operational readiness checks, including monitoring, logging, and alerting
- Structured cutover planning and controlled go-live execution

This ensures that upgraded solutions meet both technical and business acceptance criteria.

Accelerators and Upgrade Companion

Aaseya's upgrade approach is strengthened through proprietary accelerators and reusable frameworks that reduce risk and accelerate delivery.

The Aaseya Upgrade Companion provides guided migration support across assessment, refactoring, validation, and stabilisation, enabling repeatable, predictable upgrade outcomes.



Continuous Optimisation and Enablement

Post-upgrade, Aaseya supports organisations with:

- Knowledge transfer and enablement for development and operations teams
- Best-practice documentation and reference architectures
- Recommendations for performance optimisation and future enhancements
- Readiness for ongoing platform evolution and managed services

This ensures upgrades deliver not just technical compliance, but sustained long-term value. Through this structured upgrade approach, Aaseya ensures Camunda version upgrades are delivered with minimal risk, operational continuity, and a future-ready foundation for scalable process orchestration.

4. Roles & Responsibilities

Aaseya will provide a structured, multi-disciplinary delivery team with clearly defined roles to ensure effective governance, controlled upgrade execution, and predictable outcomes for Camunda version upgrade engagements. Roles may be scaled or combined based on programme size, complexity, and the agreed delivery model.

Role	Responsibilities
Programme / Delivery Manager	• Overall accountability for upgrade delivery, planning, and governance • Stakeholder communication, progress reporting, and risk management • Ensures adherence to agreed scope, milestones, timelines, and quality standards
Solution Architect - Camunda	• Defines the target-state architecture for Camunda version upgrade (e.g., Camunda 7 to Camunda 8) • Designs upgrade patterns, migration strategies (drain-out or big-bang), and platform architecture • Ensures alignment with enterprise standards, scalability, security, and resilience requirements
Lead Business Analyst	• Analyses existing business processes and upgrade impact on workflows and decision models • Works with stakeholders to validate process behaviour, functional changes, and acceptance criteria • Supports traceability between legacy processes and upgraded Camunda implementations
Camunda Process Engineer / Developer	• Migrates and refactors BPMN process models and DMN decision logic • Converts Java delegates and external tasks to Camunda 8 job workers • Implements process orchestration, event handling, and service interactions
Integration Engineer	• Redesigns and implements REST, gRPC, and event-based integrations • Ensures reliable communication between Camunda and downstream systems • Supports refactoring of legacy integration patterns aligned to Camunda 8 architecture
DevOps / Platform Engineer	• Sets up and configures Camunda 8 environments (SaaS, self-managed, or Kubernetes-based) • Implements CI/CD pipelines and deployment automation • Ensures observability, monitoring, logging, and operational readiness
Quality Assurance	• Defines and executes functional, regression, and performance test plans • Validates business continuity during and after the upgrade • Tracks defects, reports quality metrics, and supports stabilisation activities

This role-based delivery structure ensures the Camunda upgrade is executed with clear ownership, strong governance, and minimal operational risk, while enabling a smooth transition to a modern, cloud-native process orchestration platform.

5. Governance

The below table shows the governance framework Aaseya recommend as part of the Aaseya Camunda Upgrade Service offering:

Review Type	Aaseya Participants	Customer Participants	Frequency
Project Kick Off Meeting	Aaseya CEO Customer Success Exec Project Manager Project Team	Programme Sponsor Programme / Project Manager Product Owner Team Members Client Representatives	Once
Daily Stand-up Call Meeting	SCRUM Master Project Manager Project Team	Project Manager Product Owner Team Members	Daily
Sprint Planning or Retrospection Meeting	SCRUM Master Project Manager Project Team	Programme Manager Project Manager Product Owner Team Members Client Representatives	Each Sprint
Status Review Meeting	Project Manager Business Change Consultant	Programme Manager Project Manager Product Owner	Weekly
Monthly Business Review	Customer Success Exec Project Manager Business Change Consultant	Programme Sponsor Programme Manager Project Manager	Monthly
Steering Committee Meeting	Aaseya CEO Customer Success Exec	Programme Sponsor Programme Manager	Bi-Monthly

6. Expected Outcomes

By engaging Aaseya Camunda Upgrade Services, organisations can expect a controlled, low-risk transition to the latest Camunda platform while preserving business continuity and long-term architectural value.

Key expected outcomes include:

- **Successful upgrade to Camunda 8** with minimal disruption to existing business operations and running process instances.
- **Modern, cloud-native process orchestration architecture**, leveraging event-driven execution, job workers, and container-based deployments.
- **Improved system performance and scalability**, supporting higher throughput, long-running processes, and future growth demands.
- **Reduced technical debt**, through refactoring of legacy Java delegates, integration redesign, and adoption of Camunda 8 best practices.
- **Enhanced operational visibility and control**, with improved monitoring, observability, and governance across distributed workflows.
- **Lower upgrade and regression risk**, enabled by structured testing, validation frameworks, and controlled migration strategies (drain-out or big-bang).
- **Improved developer and operations experience**, supported by simplified deployment models, standardised CI/CD pipelines, and clearer separation of concerns.
- **Future-ready automation foundation**, enabling faster adoption of new Camunda capabilities, incremental optimisation, and continuous innovation.

Overall, the upgrade establishes a stable, secure, and scalable process orchestration platform that supports both immediate operational needs and long-term digital transformation objectives.



7. Company and Contact Information

Aaseya is a leading professional services company specialising in Low-Code, Digital Process Automation, and AI-driven transformation. With a team **of 600+ certified low-code and AI consultants**, Aaseya delivers rapid, high-quality implementations across leading platforms including Camunda, Pega and OutSystems. Our agile delivery frameworks and deep domain expertise enable organisations to accelerate time-to-value, modernise legacy estates, and transform critical business operations.

Operating across **13+ countries**, Aaseya partners with enterprises in Banking, Insurance, Manufacturing, Public Sector, and Government to deliver innovative solutions in Customer Experience, Case Management, CRM, Business Operations, and Workflow Automation. The organisation has successfully achieved 180+ go-lives in just seven years, backed by a strong governance-led delivery model and consistent 4.8+ CSAT across engagements.

Aaseya is a subsidiary of **YASH Technologies**, a global system integrator with **9,000+ employees**, serving 450+ global clients, including more than 100 Fortune 500 organisations. This combined capability enables Aaseya to deliver enterprise-grade transformation at scale, supported by strong security and compliance foundations.

Security Accreditations:

- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus

Websites:

www.aaseya.com, www.yash.com

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