



GREAT WAVE AI GENAI
TRANSFORMATION
SERVICE DEFINITION
DOCUMENT

Service Definition Document: GenAI-Enabled Transformation

1. What the Service Is:

The GenAI-Enabled Transformation service offers end-to-end support for organizations seeking to undergo a comprehensive transformation leveraging artificial intelligence (AI) technologies. This service encompasses strategic planning, service development, service run, and a full suite of business change and adoption services, all aligned with the GenAIOps framework. Our goal is to facilitate a seamless transition to an AI-enabled future, driving innovation, efficiency, and growth.

2. Data Backup, Restore, and Disaster Recovery:

Our service includes robust data backup, restore, and disaster recovery measures to safeguard critical information throughout the transformation process. We employ automated backups, redundant storage, and disaster recovery plans to ensure business continuity and minimize data loss in the event of unforeseen disruptions.

3. Onboarding and Offboarding Support:

We provide comprehensive onboarding support to guide organizations through the initial stages of the transformation journey, ensuring alignment with strategic objectives and stakeholder expectations. Similarly, we offer offboarding assistance to facilitate a smooth transition upon the completion of the transformation, including knowledge transfer and documentation handover.

4. Service Constraints:

While our service is highly customizable to meet the unique needs of each organization, certain constraints may apply based on the scope, timeline, and resources allocated to the transformation initiative. These constraints are carefully managed and communicated to stakeholders to ensure transparency and accountability throughout the process.

5. Service Levels:

We are committed to delivering high-quality services and outcomes throughout the transformation journey. Our service levels encompass performance metrics, availability targets, and support hours tailored to the specific needs and priorities of each organization. We strive to exceed expectations and drive measurable value at every stage of the transformation.

6. After Sales Support:

Beyond the completion of the transformation, we offer continued support to organizations to ensure sustained success and ongoing optimization. Our team provides post-implementation support, performance monitoring, and periodic reviews to address any emerging challenges, refine strategies, and capitalize on new opportunities.

7. Technical Requirements:

Our service accommodates a wide range of technical requirements, from infrastructure provisioning and software development to integration and deployment. We work closely with

organizations to assess their existing capabilities and infrastructure, identify any gaps or limitations, and develop tailored solutions to meet their evolving needs.

8. Outage and Maintenance Management:

We employ proactive outage and maintenance management practices to minimize disruptions and ensure uninterrupted service delivery throughout the transformation process. Any scheduled maintenance activities are communicated in advance, and contingency plans are in place to mitigate risks and address unexpected issues promptly.

9. Hosting Options and Locations:

Our service offers flexible hosting options to accommodate the diverse needs and preferences of organizations. Whether on-premises, cloud-based, or hybrid deployments, we provide scalable and secure hosting solutions optimized for performance, reliability, and compliance.

10. Access to Data Upon Exit:

Upon the conclusion of the transformation, organizations retain full ownership and access to all data, insights, and intellectual property generated throughout the engagement. We facilitate seamless data migration, documentation handover, and knowledge transfer to ensure organizations can continue to leverage and build upon the outcomes of the transformation independently.

11. Security:

Security is a top priority throughout the transformation process, and we adhere to stringent security protocols and best practices to protect sensitive information and mitigate risks. Our service incorporates encryption, access controls, threat monitoring, and regular audits to safeguard data integrity and confidentiality at all times.

Summary: By embracing the GenAIOps framework, our GenAI-Enabled Transformation service empowers organizations to navigate complex challenges, embrace innovation, and achieve sustainable growth through the strategic application of artificial intelligence. By embracing the GenAIOps framework, our GenAI-Enabled Transformation service empowers organizations to navigate complex challenges, embrace innovation, and achieve sustainable growth through the strategic application of artificial intelligence.