

Case Study

Collaborative Transition Enablement

Improving collaboration and readiness through agile ways of working.

Case Facts

- Transition Lead / Service Manager
- Operating model preparation for new services
- ITIL 4-aligned transition approach
- Multi-vendor environment
- Pharmaceutical industry

Key Outcomes

- Operational readiness for new applications
- Faster decision-making and issue resolution
- Reduced coordination overhead across stakeholders

Context

Several new internal applications were being introduced to support global IT functions. Project teams, future operations, vendors, and business stakeholders had to collaborate across locations and organizations despite differing processes and priorities.

Excessive coordination loops, slow decision-making, and cultural differences created significant risks for timely delivery and operational readiness.

Approach

Responsibility was assumed to streamline collaboration and prepare the service organization for a stable transition into live operations.

- Coordinated stakeholders across business, IT, vendors, and future operations
- Introduced prioritization mechanisms and visual coordination tools
- Established iterative planning cycles to replace rigid schedules
- Facilitated retrospectives to continuously improve ways of working
- Optimized quality gates while maintaining regulatory requirements

Results

The transition achieved operational readiness through clearer structures, faster coordination, and improved transparency across all parties involved.

Accelerated Decision-Making

Streamlined governance and prioritization reduced delays and enabled faster progress during implementation.

Improved Collaboration

Structured communication and agile coordination mechanisms reduced friction between internal teams and external providers.

Reduced Waiting Times

Better transparency and alignment minimized handover delays and unnecessary escalation cycles.