

Case Study

Large-Scale Service Transition

Delivering complex service transitions with globally distributed teams across EMEA and APAC.

Case Facts

- Transition Manager / Start-up Lead
- ITIL-based service setup & go-live
- China & Spain subsidiaries
- Frontend, back-office & contract systems
- Financial Services / Automotive

Key Outcomes

- Successful launch of new IT services in two countries
- Stable operations from day one
- Significant improvement in support effectiveness

Context

New business-critical systems were introduced for international subsidiaries to support financing operations. The application landscape included frontend sales platforms, back-office processing, and contract management systems.

The services had to be launched within strict timelines while establishing a complete operational framework capable of sustaining long-term business growth.

Approach

Took end-to-end responsibility for the transition from project delivery to live operations, ensuring a controlled and reliable service launch.

- Managed migration, deployment, and go-live of core business systems
- Defined operational requirements, SLAs, and release processes
- Established ITIL-aligned Incident, Change, and Problem Management
- Implemented monitoring, backup, and standardized operating procedures
- Prepared and trained local operations teams for ongoing service delivery

Results

The services were launched successfully on schedule, with fully prepared operations teams and a controlled transition into live environments.

Operational Readiness

Operational capabilities, processes, and support structures were established and validated prior to go-live, ensuring the organization was fully prepared from day one.

Controlled Cut-Over

Migration and activation activities followed a carefully coordinated cut-over plan, minimizing risk and enabling a smooth transition into production.

Prepared Operations Teams

Local support teams were trained, equipped with procedures, and able to handle incidents and changes immediately after launch.

Scalable Service Setup

A standardized operating framework enabled consistent service delivery across both countries and multiple providers.