Seamless Transition from Project to Business-as-usual

OUR ASSIGNMENT

As we transitioned our client from the SimCorp Dimension implementation phase to business-as-usual operations, our team prioritized defining their application management activities and establishing their postgo-live organizational structure.

During the project, we addressed key challenges such as outlining processes, reorganizing departments, and clearly defining roles and responsibilities. This approach enabled our client to manage change effectively, navigate unforeseen team shifts, establish Service Level Agreements (SLAs) for internal stakeholders, and maintain clear processes for seamless operations.

Approach and Tools	Value Realization	aietes Expertise
• Application of the ITIL framework to define incident and change management • Development of a service description in coordination with the client • Analysis and design of future processes using BPMN • Application of proven best practices and tools • Process support using ServiceNow and JIRA	• Anticipatory detection of pain points • Effective resolution of current and future challenges • Clear outline of target operating models • Supporting the seamless transition from project to business-as-usual phase	• Methodical support in the analysis and design of future processes and activities • Revision of existing service management to ensure a consistent process organization • Advisory on the current setup according to best practices, proven concepts, and globally used frameworks • Identification and outlining of roles and responsibilities

YOUR AIETES EXPERTS

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