Start with clear responsibilities.

A practical handover for enterprise production support.

01 / ALIGN

Choose a defined starting scope.

Confirm the business priorities, users, applications and operating responsibilities. Record what Allari will take on, what stays with your team and where vendor or specialist escalation is needed.

02 / CONNECT

Establish controlled access and approvals.

Name the customer sponsor, operational owner, access owner and Client Solutions Manager. Agree support hours, intake, escalation, access controls and change approvals. Do not assume production permissions transfer automatically.

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03 / HAND OVER

Document and review the work.

Capture step-by-step procedures, ownership, exceptions and recovery considerations in the SOP library. Use shadowing and reviewed execution to prepare broader coverage. Confirm readiness before transferring a responsibility.

04 / IMPROVE

Review delivery and the next priority.

Use OpenBook to review recorded activity and effort. Establish a practical improvement backlog and decide where process changes or automation are suitable. Rates, billing, coverage and exit terms remain those in the signed engagement.