

Taking over a live system with a controlled handover

When a vendor relationship ends, the system still has to run. A transition plan protects what works, makes ownership explicit and keeps you in charge of every step.

1

Authorize the scope

You confirm in writing what we take on, from when, and what stays with your team or the current vendor.

2

Map the system

Accounts, repositories, environments, integrations, scheduled jobs, who holds which credentials, and the known incident history.

3

Preserve what works

Verified backups, the last known-good release and an agreed recovery path for each change, before anything changes.

4

Agree cutover criteria

What must be true before each part moves, and your approval at every step.

5

Transfer runbooks, access and ownership

A documented handover, with incident cover for the transition period stated explicitly in the agreement.

6

Close out outgoing access

Removed only on your authorization, once the new owners are confirmed working.

WHAT WE DO NOT DO

- Start with a big-bang rewrite
- Promise zero downtime without a validated method
- Criticize the outgoing team; we work from evidence
- Use any access you have not granted

THE SAME ORDER OF WORK, IN PRACTICE

When Ampity took on Team Sports Enterprises' registration and payments platform, it was live and struggling. We fixed customer-facing failures first, traced causes and kept improving. The relationship has lasted more than five years, growing from two engineers into broader technical responsibility.

[Read the customer story](#)

Planning a transition?

Start with a scoped assessment of the system as it is.

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