**Post-Go-Live Stabilization & Hypercare Strategy**

**Deliverable Description:**

* A 90-day structured stabilization plan with predefined escalation tiers and issue categories.
* Includes:
  + Daily stand-up routines for rapid incident resolution (L1/L2/L3 support coordination)
  + Real-time system health monitoring (latency, uptime, data sync failures)
  + Priority-based ticket triaging matrix for core modules (finance, HR, procurement, CRM)

**Tools/Outputs:**

* Hypercare War Room dashboard
* Incident logbook with resolution timestamps
* SAP Solution Manager alerts and Salesforce service console metric
* n audits