

16. Delivery and Cutover Plan

16.1 Cutover Philosophy

Cutover is not a single event — it is a carefully orchestrated sequence of steps designed to move an organization from old processes to new compliance workflows without disruption. Softrust and Bluelight approach cutover with the rigor of a **mission control operation**: rehearsed, monitored, reversible, and supported in real time.

<diagram: Cutover timeline — Pre-cutover readiness → Dry-run → Go-live window → Validation → Hypercare>

16.2 Pre-Cutover Readiness

- **Cutover Runbook** prepared with task-by-task activities, owners, and timings.
 - **Dry-Run Rehearsal** conducted in UAT, simulating real invoice flow and clearance.
 - **Rollback Plan** defined and tested — ERP can continue using existing invoice processes if a critical issue arises.
 - **Approval Gate**: Steering Committee reviews readiness checklist and authorizes go-live.
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16.3 Cutover Execution Steps

1. **Freeze Window** – ERP integration changes frozen 48 hours before go-live.
 2. **Final Data Validation** – confirm master data (TINs, HS codes, tax codes) loaded and reconciled.
 3. **Switch Integration** – reroute ERP outputs to SmartAPI production tenant.
 4. **Pilot Batch** – submit first set of live invoices (typically 50–100), validate clearance with FIRS.
 5. **Validation** – confirm IRNs and QRs received, archive entries created, Finance reconciliation matches.
 6. **Scale-Up** – expand to full invoice volume.
 7. **Monitoring** – real-time dashboards, IT, and Finance on standby during first 48 hours.
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16.4 Hypercare Support

- **Duration**: two weeks post go-live (extendable by client request).

- **Coverage:** 24x7 incident response, daily checkpoint calls with Finance, IT, and Compliance.
 - **Focus Areas:** clearance rate monitoring, rejection handling, reconciliation, and system performance.
 - **Exit Criteria:** three consecutive business days of stable operations (clearance rates > 99%, no Sev-1 incidents).
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16.5 Rollback Plan

- **Trigger Points:** clearance rates drop below threshold, critical ERP disruption, FIRS outage lasting > 12 hours.
 - **Rollback Actions:**
 - ERP outputs redirected to legacy invoice processes.
 - SmartAPI queues paused (no data loss).
 - Pending invoices replayed once issues resolved.
 - **Communication:** incident declared, Steering Committee notified, Finance advised to continue with fallback until resumption.
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16.6 Transition to Steady State

- **Knowledge Transfer:** runbooks, playbooks, and dashboards handed over to client IT and Finance.
 - **Governance Setup:** quarterly service review cadence initiated.
 - **Continuous Improvement:** improvement backlog from hypercare fed into roadmap.
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16.7 Benefits of Our Approach

- **No Surprises** – rehearsals eliminate uncertainty.
- **No Downtime** – rollback safety net protects Finance operations.
- **No Invoice Loss** – SmartAPI queues guarantee delivery once FIRS resumes.
- **Confidence** – CFOs and CIOs can sign off knowing every risk has been mitigated.