11. Delivery and Implementation Methodology

11.1 Our Delivery Philosophy

Compliance projects succeed when technology, process, and people are aligned. Softrust and Bluelight apply a **phased, milestone-driven methodology** that balances speed with enterprise rigor. We adapt proven delivery frameworks (agile where integration requires iteration, waterfall where regulatory deadlines demand predictability) to ensure every phase is executed with precision.

<diagram: Delivery lifecycle timeline — Discovery → Design → Build & SIT → UAT → Cutover → Go-Live → Hypercare → Steady State>

11.2 Project Phases

Phase 1 – Discovery and Blueprint

- Requirements gathering across Finance, IT, and Compliance.
- Current-state system landscape assessment.
- Gap analysis vs FIRS MBS requirements.
- Architecture blueprint: integration patterns, security controls, monitoring model.
- Deliverable: **Blueprint Document and High-Level Architecture Diagram**.

Phase 2 – Solution Design

- Mapping specification (ERP fields to canonical schema).
- Interface Control Document (ICD) with endpoint, payload, and error handling details.
- Security design: authentication, encryption, PKI, and certificate lifecycle plan.
- Deliverable: **Detailed Design Package and Data Mapping Specification**.

Phase 3 – Build and System Integration Testing (SIT)

- Configure SmartAPI tenant(s).
- Develop ERP integration (IDoc, API, or BlueBox capture).
- Unit testing of mappings, transformation, and validation rules.
- SIT with both client ERP and FIRS sandbox environments.
- Deliverable: **SIT Completion Report with Traceability Matrix**.

Phase 4 – User Acceptance Testing (UAT)

- Client Finance and Compliance test end-to-end scenarios.
- Error handling validated: rejection, correction, resubmission.
- Daily reconciliation validated against ERP totals.
- Deliverable: **UAT Sign-Off**.

Phase 5 – Cutover and Go-Live

- Dry-run of cutover steps.
- Go/no-go checkpoint with Steering Committee.
- Controlled switch to production with rollback readiness.
- Initial live invoices submitted and validated with FIRS clearance.
- Deliverable: **Cutover Execution Record**.

Phase 6 – Hypercare

- Intensive support for two weeks post go-live.
- Daily operational stand-ups with Finance, IT, and Compliance.
- Monitoring and incident response teams on standby 24x7.
- Deliverable: **Hypercare Closure Report**.

Phase 7 – Transition to Steady State

- Knowledge transfer to client IT and Finance teams.
- Runbook and playbook handover.
- Quarterly governance review cadence established.
- Deliverable: **Handover Document and Operations Sign-Off**.

11.3 Implementation Accelerators

- **Pre-Built Templates** – SAP PI/PO channel templates, CPI iFlows, data mapping libraries.
- **SmartAPI Sandbox** – allows safe end-to-end testing without FIRS dependency.
- **Automated Test Packs** – Postman collections and reconciliation scripts accelerate SIT/UAT.
- **Predefined Runbooks and Playbooks** – ensure fast operational readiness.

11.4 Governance Model

- **Steering Committee** – client executives + Softrust + Bluelight leadership, meets bi-weekly.
- **Project Management Office (PMO)** – tracks milestones, risks, issues, and deliverables.

- **Technical Design Authority** – ensures architectural consistency and security compliance.
- **Change Advisory Board (CAB)** – reviews scope and change requests.

<diagram: Governance structure with Steering Committee at top, PMO + TDA + CAB below>

11.5 Benefits of Our Approach

- **Predictability** – every phase with clear entry/exit criteria.
- **Speed** – accelerated templates and sandbox reduce timeline to 10–12 weeks.
- **Risk Control** – governance model ensures issues are tracked and escalated early.
- **Future-Readiness** – design accommodates ECC now, S4 tomorrow, and other ERPs as needed.
- **Stakeholder Confidence** – Finance, IT, and Compliance engaged throughout, no surprises at go-live.