United Energy Product Migration Incident: A controlled response plan

Briefing for the Kraken transformation Director

OVERVIEW: UNITED ENERGY MIGRATION INCIDENT RESPONSE

THE SITUATION

Upstream mapping error incorrectly placed ~20,000 customers.
Concerns: Billing errors, reputational risk.

THE IMPACT

Financial & operational risk; customer dissatisfaction.
Priority: Prevent incorrect billing, restore confidence.

OUR PROPOSED PLAN

Three-phase approach: Investigate & Contain, Remediate & Communicate, Resolve & Fortify.
Goal: Address issue, manage stakeholders, strengthen processes.

1. Investigate & Contain
2. Remediate & Communicate
3. Resolve & Fortify

Executive Summary

8 months

CLIENT & SCOPE

United Energy

Client:
United Energy

Scope:
Replacing seven legacy systems with Kraken's cloud-native platform.

Status:
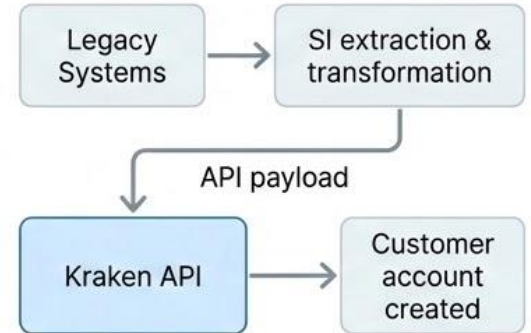First customer cohorts have begun moving across.

ISSUE DISCOVERED

20,000

Customers migrated onto the wrong product, discovered by United Energy's commercial team.

MIGRATION ARCHITECTURE & VALIDATION

Legacy Systems → SI extraction & transformation

API payload

Kraken API → Customer account created

(!) Kraken API validates for format and mandatory data, but does NOT automatically validate commercial logic.

Our proposed path to resolution

Phase 1
Investigate and Contain

- **Goal:** Isolate the problem, confirm the root cause, and prevent further impact.
- **Timeline:** Next 24 to 48 hours.

Phase 2
Remediate and Communicate

- **Goal:** Correct all affected accounts and manage stakeholder alignment.
- **Timeline:** Next 7 days.

Phase 3
Resolve and Fortify

- **Goal:** Implement preventative measures and strengthen the partnership.
- **Timeline:** Long term.

Likely Failure Points

SI Data Extraction & Payload Generation
(High Probability Failure Point)

Customer Data

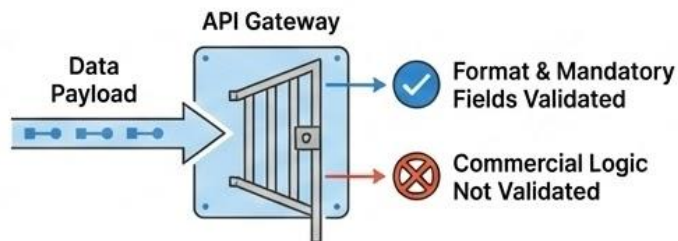Mapping & Transformation

Incorrect Product IDs

The error most likely occurred here, where customer data is mapped to product IDs before being sent to the API.
This can originate from six common causes:
1. Wrong product mapping table
2. Incorrect business rules in transformation logic
3. Outdated tariff catalogue snapshot
4. Human configuration error
5. Partial or failed QA on tariff mapping

Kraken API Ingestion
(Low Probability Failure Point)

API Gateway

Data Payload

Format & Mandatory Fields Validated

Commercial Logic Not Validated

Data Payload Flow

The API validated payload format and mandatory fields as expected. It does not validate commercial logic by design, because product mapping is a client's responsibllity.

A cause could be:
. Tariff not created or incomplete in Kraken

Investigation Focus:
The investigation will focus on the SI generated payloads to confirm if the incorrect product IDs were supplied at the point of ingestion.

Phase 1: Investigate and Contain (next 24 to 48 hours)

Halt Impacted Migrations

- Place an immediate hold on any further migrations using the same data pipeline.

Internal Kraken Alignment

- Brief technical and delivery teams on the containment plan.
- Coordinate the impact assessment with other domains.

Technical Deep Dive

- Secure and analyze the API payloads for the impacted cohorts
- Cross reference payload product IDs with United Energy's product configuration in Kraken.

Form a Tri Partite War Room

- Immediately convene leads from Kraken, United Energy commercial and tech, and the SI.

Phase 1: Stakeholder management
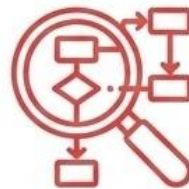
Kraken technology

- Coordinate with the CDLs and technical lead to run an impact assessment (Financial, Operational, CS, Reputational and Regulatory)

- Ask Product to validate tariff configuration

- Ask the technical lead to confirm system health and provide logs

United Energy

- **Acknowledge and Align**
  Briefly recap the incident and confirm our shared understanding of the facts

- **Share Findings**
  Present the root cause analysis in a neutral and process focused manner

- **Present the three phase plan**
  Walk through the investigate, Remediate, Fortify plan, emphasizing Kraken's capabilities and our leadership

- **Agree on Next Steps**
  Secure buy in on the plan and establish the joint war room cadence
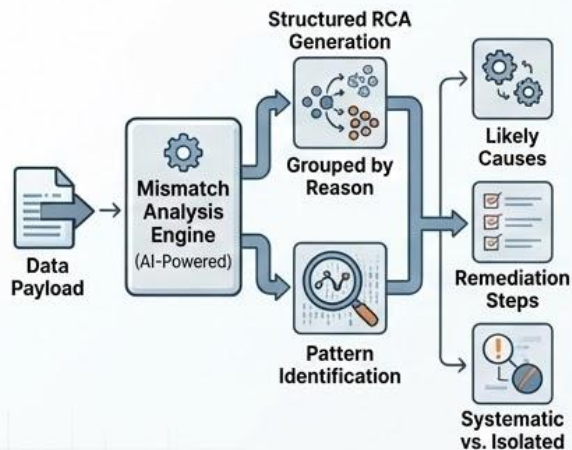
SI Team

- Request sample payloads for the affected cohorts

- Ask them to run checks on the upstream extraction and mapping steps

- Confirm QA results

- Identify whether the error comes from extraction logic or the mapping rules

Our Stance: We are their partner in the solution. Our approach will be collaborative, confident, and focused on resolution, not blame.
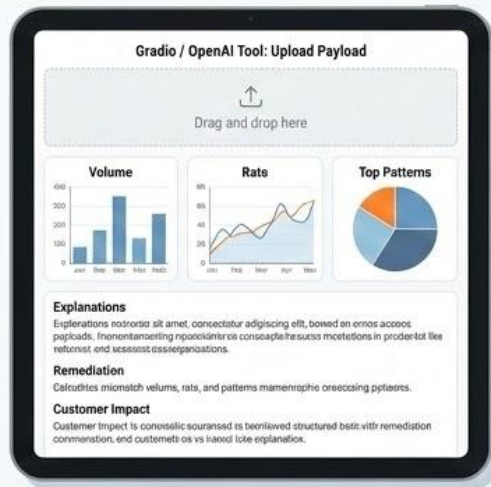
Accelerating Investigation with AI Powered Mismatch Analysis

The Goal & Process

Automate mismatch pattern identification in migration payloads. Group by reason and pattern to generate structured RCAs with causes and remediation steps.

How the Prototype Works

Using a Gradio based tool combined with OpenAI, the system automatically:

- Loads SI migration payloads.
- Calculates mismatch volume, rate, and top patterns.
- Generates visual insights and KPI summaries.
- Produces structured RCAs with remediation and customer impact.

Impact

Speed & Certainty

Hours to Minutes

AI reduces investigation time to minutes, confirming root causes with speed and certainty to accelerate remediation and prevent recurrence.

Phase 2: Remediate & Communicate (next 7 days)

REMEDIATE

- **Correct customer product assignments:** Run controlled bulk updates and ensure all changes are traceable and auditable.

- **Reverse incorrect bills:** If billing has already run, coordinate with Billing to reverse charges and regenerate accurate bills.

- **Validate tariff logic:** Confirm with the client that standing charges, rates, discounts, and eligibility rules apply correctly after correction.

- **Correct the logic for future cohorts:** Fix upstream mapping rules and update tariff catalogue references so product IDs and tariff versions align with Kraken's live configuration.

COMMUNICATE

- **Provide a remediation summary:** Report what was fixed, how many customers were corrected, and what validations were completed.

- **Prepare customer-facing guidance if needed:** If there is customer impact, align with United Energy on messaging.

- **Maintain regular war updates:** Provide daily or twice daily updates until all corrections are complete and mismatches are at zero.

Phase 2: Stakeholder management

Kraken technology

- Keep CDLs and technical leads aligned on progress, risks, and validation results

- Coordinate with the CDLs and technical lead the remediation plan where applicable.

- Ensure changes are auditable with the different internal teams.

United Energy

- **Acknowledge and Align**
  Briefly recap the solution of the incident and confirm action plan.

- **Support on any training or additional information** required for United Energy information on the United Energy tasks´s ownership.

- **Agree on Next Steps**
  Secure buy in on the plan and establish the joint war room cadence

SI Team

- Confirm that mapping fixes, catalogue updates, and extraction logic changes are implemented correctly

- Provide evidence of QA reruns on all tariff types

- Deliver updated payload samples for verification

- Commit to a stable and validated mapping process for future cohorts

Accelerate execution with automatic creation of updates with AI

Prompt example:

I'm a Technical Program Manager writing an executive update. Turn these rough notes into a polished stakeholder update:

Target Audience: [C-level / VP Eng / Technical leads / Board]
Tone: [Executive summary / Technical detail / Crisis mode / Celebration]
Format: [Email / Slack / Slide deck / Status doc]

Include:
1. One-sentence executive summary (what they need to know)
2. Progress highlights (3-5 bullets, quantified when possible)
3. Risks/blockers (prioritized by impact, with mitigation plans)
4. Next week priorities (clear outcomes, not activities)
5. Asks (specific decisions or unblocks needed)

Raw Notes: [paste your messy notes, Slack threads, meeting notes]

This prompt can be used to summarize different notes but also can be linked with tools like Jira.

Phase 3: Resolve & Fortify (Building a More Resilient Process)

Joint Process Review Workshop	Formalize Ownership with a RACI Matrix	Enhance Pre Migration Validation	Outcome
Host a blameless post mortem with United Energy and the SI to refine the data validation process from end to end.	Clearly document roles and responsibilities for data quality and product configuration, eliminating future ambiguity.	Use AI based rules and anomaly detection to flag mapping errors early in the SI workflow, preventing incorrect payloads from reaching Kraken.	Turn a reactive incident into a proactive improvement that strengthens the overall delivery model and the client partnership.

Phase 3: Stakeholder management
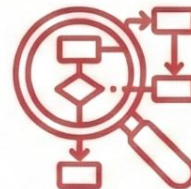
Kraken technology

- Align with Engineering, Product, Billing, and CDLs on the long term improvements identified during the post mortem

- Share lessons learned internally to strengthen future migration readiness

United Energy

- Agree jointly on the revised validation process and quality gates for all future cohorts

- Align on clear ownership for product configuration, tariff lifecycle, and catalogue updates

- Confirm their responsibilities in the RACI for data preparation and commercial logic accuracy

- Establish a shared view of the long term roadmap for improving migration quality and reducing operational risk

SI Team

- Commit to enhanced pre ingestion checks, including AI validation steps

- Align on updated responsibilities for mapping governance and version control

- Ensure stronger QA across all tariff scenarios before each cohort

- Agree on timelines for implementing the improvements identified in the post mortem

Our Stance: We are their partner in the solution. Our approach will be collaborative, confident, and focused on resolution, not blame.

Accelerate execution with AI powered risk analysis

Prompt example:

I'm a Client delivery lead running a risk audit. Analyze these project documents and tell me:

1. What are the top 5 hidden risks that could derail this project?
2. Which risks have the highest likelihood AND the highest impact?
3. What dependencies are understated or missing?
4. What assumptions could be wrong?
5. What's the earliest warning sign for each top risk?

Program Documents: [paste status updates, specs, meeting notes]

We Will Turn This Challenge into a Stronger Partnership

We will lead the resolution

Our plan is robust, and our team is ready to execute.

The Kraken platform provides the solution

Our technology, from auditable bulk corrections to our API, is central to a safe and rapid recovery.

This incident will improve the program

We will use this as an opportunity to harden processes and clarify ownership, reinforcing the foundation for United Energy's successful transformation.

This is how we prove our promise to help clients "migrate with confidence."