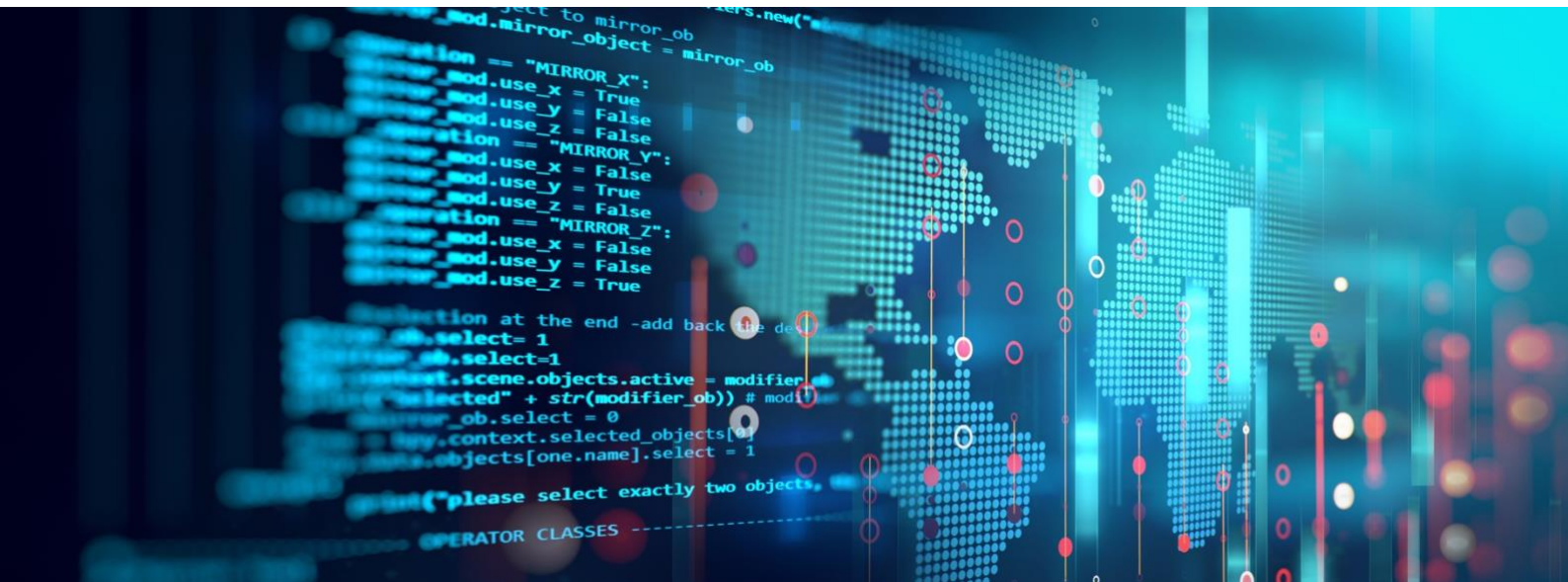


# **The 3-Step Guide to an Effective Third-Party Application Takeover**

## Handle your software responsibly.

A handover is the first step in the application takeover process, and it may cost you a lot of time and money if you don't take the appropriate considerations to make it smooth and stress-free. Here are a few things you should keep in mind when you are transferring your software to an external application support team.

- 1. Send all requested documentation.** Database structure files, key algorithms, and guidelines all help the new team assess your software better.
- 2. Let your new business partner conduct an audit.** You'll get a sense of your app's status and agree on a cost to maintain its support most suitably.
- 3. Get to know your new application support team.** Breaking down any barriers early on will bring the start to a strong business partnership.



## Provide **sufficient** documentation and know-how.

Great software is nothing without clear, concise documentation. You may not entirely agree with such a grand statement, but files and information which explain how your application works and how to use it, will greatly decrease support time and lead to higher customer satisfaction.

Some of the materials you should provide your new application support team are:

- **Architecture outline** of the application's modules and interface.
- **Important files** like READMEs, requirements.txt and any packages required to install your software environment.
- **Deployment guide** which describes the steps of how different application features will be built and transitioned to users.

Apart from the necessary docs, a handover also includes sharing your **knowledge, experience and expectations** of how your software support will be managed once transferred.

## How do you **measure up?**

Performing an audit lets your new application support team both **evaluate the general state of your software** and give you an **estimate of the technical costs** required for long-term maintenance delivery.

The audit aims to give you much-needed insight through the following:

- **Compliance and quality checks.** Do you have coding standards set in place and have your developers been adhering to them?
- **Unit test code coverage.** Are all functions and methods performing as expected?
- **Data breach vulnerabilities.** Have you run all critical updates? Are patches running in a CI/CD environment? Such issues are addressed to keep your business assets safe.

## Get to know your **new application support team.**

After the knowledge transfer and audit is complete, it's time to get fully acquainted with your new business partner and their process of support and maintenance. Now is your chance to raise questions regarding workflow, management, and how to best communicate.

- **Make sure you are a great fit.** What are the different roles and their responsibilities? Does the workflow meet your expectations?
- **Discuss the management style.** Our ACC solution uses the Swarm method which encourages collaboration and prevents bottled up knowledge.
- **Set a communication strategy.** What tools will be used for meetings, talks and how regular will they be?

## It's time to **work some magic.**

Well done. You've made it to the second step in the application takeover: The Resolve phase. You can take this time to relax as your new application support partner carries out various remedy activities to strengthen the **overall performance and quality** of your application.

Without a cyber security strategy in place, bugs are accumulated and over time, become extremely hazardous. You should choose an application support center that will make it their mission to **eliminate bugs** in a flash. They will also be required to **fine-tune performance** with future growth in mind, as well as apply **revision and updates in your documentation** so it's accurate and readable.

## Creating a **peace of mind**.

Congrats! You've reached the third and final step: The Support phase. This is an ongoing effort on the side of your new business partner, as they **ensure software continuity** and **clear communication** along the way.

Here is what you should expect:

- **Online help and extended support services.** An engaged support team that's motivated to address each question you have and meet your specific needs promptly.
- **Scheduled and on-demand tasks.** Updates, backup and recovery are all handled while you focus on hitting.
- **Productive issue tracking and resolving.** Issue pathways that are followed closely, and solutions reached within hours, according to complexity.

## Why Scalefocus?

If you've been struggling with a high turnover in your support team, disengaged staff, or are experiencing a knowledge-based lockdown and are looking for a smart, cost-effective solution to turn things around search no further.

### ACC is your answer.

- We've got the **skills and experience** and our client stories [prove](#) it.
- A growing number of [partners](#) **trust us**. Now it's your turn.
- Our **commitment to quality** is [certified](#).
- We don't mean to brag but we won a few [awards](#) for **outstanding effort**.

Accelerate your application support response and resolution time by putting your software in safe hands. Explore how ACC can boost customer satisfaction rates and have long-term positive effects on your business. Reach out to begin your exciting journey with Scalefocus.

## CONTACT US

[scalefocus.com](https://scalefocus.com)

[valdis.hinkov@scalefocus.com](mailto:valdis.hinkov@scalefocus.com)

