



BROCHURE

Delivering Smooth and Effective Vendor Transitions

DELIVERING SMOOTH AND EFFECTIVE VENDOR TRANSITIONS

Mismanaged vendor transitions can prolong the process of reaching a steady state due to difficulties in production environment, inability to meet agreed service levels, and poor end-user experience.

EPAM has developed a proven and customizable transition framework leveraging our 25+ years of delivering software design, implementation and support services to leading global companies, allowing for a smooth transition and minimal disruption to business.

Transitioning to a new vendor can be daunting and can cause companies like yours to raise many questions, including:

- What are the costs and benefits of staying with the existing vendor versus switching to a different one?
- Should we offer permanent positions to our contractors? Will they accept the change of status?
- How can a new vendor de-risk the transition and ensure that they will deliver on their promises?
- How can you motivate the incumbent vendor to provide a comprehensive level of support during the transition?

EPAM'S VENDOR TRANSITION FRAMEWORK

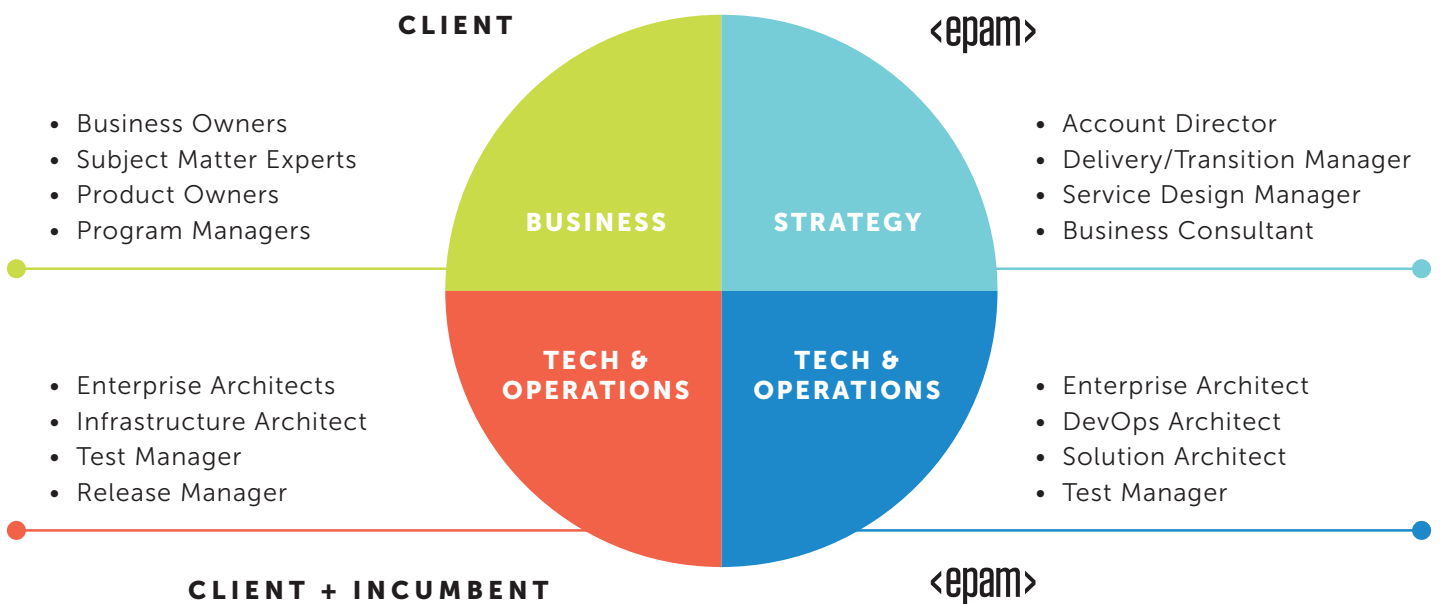
Our transition framework ensures that knowledge transfer (KT) to our engineers and consultants is seamless and prepares the client organization for the transition, while keeping costs under control. Here are the key elements of our transition framework:

- Strong Governance & Leadership Practices
 - Aligned Prioritization of Business & Technical Goals
 - Rigorous Vendor Candidate Evaluation
 - Strong Knowledge Management & Transfer
 - Improved Performance & Culture
 - KPI-Driven Transition
 - Execute vendor transitions & project work remotely
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TRANSITION GOVERNANCE

Our team works with you to develop a dedicated transition committee to establish governance and change management before your company starts a transition. The committee includes representatives from both business and technology roles from the client, EPAM and the incumbent vendor.



Members of the Transition Steering Committee. *The committee guarantees the continuity of the transition and eventually evolves into the governance structure once the transition is complete.*

STAGES OF TRANSITION

EPAM takes a comprehensive approach to each of the stages of transition. While a typical transition includes the following phases, the length of duration varies depending on the size of the engagement, the maturity of the client's organization in working with vendors and the complexity of the work being transitioned.

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1. Assessment & Planning. After establishing the transition committee, we assess your business strategy and product roadmap, analyze key artefacts, as well as investigate the development lifecycle, methodologies, tools and processes, and business practices with a heavy focus on risk reduction. EPAM’s experts apply key facets of our **EngX360** framework, which brings together the best engineering practices, delivery pipeline optimization techniques and agile implementation combined with cultural and leadership best practices. During this phase, we establish the foundation of the transition, establish the transition roadmap and tailor the onboarding blueprint.

2. Incremental Shift. EPAM’s transition committee members select candidates for teams through our award-winning TelescopeAI platform, which supports employees’ end-to-end journey. We work with you to carefully select all candidates according to their skillset. After individuals pass a series of knowledge transfer trainings and assessments, and spend some time working on practical tasks, the incumbent vendor can gradually phase out.

3. Steady State. In this final phase, EPAM is ready to take full ownership of the services. The transition committee can dissolve, allowing key members from your company and EPAM to move back into their daily operational roles. As part of the ongoing governance and delivery management of the engagement, we ensure that delivery progresses smoothly by applying our governance and monitoring framework to track KPIs around customer satisfaction and engineering productivity and quality. We use the tracked KPIs to identify areas to bring continuous engineering improvements, optimize delivery efficiencies and brainstorm new solutions.



If you’ve experienced business disruptions due to current market conditions, your vendor transition may need to occur remotely, at speed.

EPAM has spent 25+ years honing collaborative, productive and secure remote working practices, meaning that our global teams continue to deliver immediate value to our clients, from the office or from home.

We’ve introduced Hyper Transition, a capability that allows us to perform a rapid change-over to meet your business needs in days and weeks rather than months.

CONTACT US TO LEARN MORE

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WHO SHOULD CLIENTS INVOLVE IN VENDOR TRANSITIONS?

People are the most important factor to a smooth transition. Our team works closely with the employees in the following roles throughout the process to ensure a successful transition:

	PROGRAM MANAGER	INCREMENTAL SHIFT	STEADY STATE
 PROGRAM MANAGER	<ul style="list-style-type: none">• Coordinate• Resolve Blockers	<ul style="list-style-type: none">• Coordinate• Resolve Blockers	<ul style="list-style-type: none">• Provide guidance on feature priorities
 PRODUCT OWNER	<ul style="list-style-type: none">• Provide input on existing product & roadmap	<ul style="list-style-type: none">• Provide input on existing product & roadmap	<ul style="list-style-type: none">• Establish feature prioritization
 BUSINESS STAKEHOLDERS	<ul style="list-style-type: none">• Explain business objectives, key use cases & scenarios		<ul style="list-style-type: none">• Establish feature prioritization
 SMEs OF PROCESSES & APPLICATIONS	<ul style="list-style-type: none">• Provide input on processes & applications	<ul style="list-style-type: none">• Provide input on processes & applications	<ul style="list-style-type: none">• Consult on feature prioritization
 TECHNICAL STAKEHOLDERS	<ul style="list-style-type: none">• Provide access to tech documentation & environments• Clarify all technical aspects	<ul style="list-style-type: none">• Participate actively in Knowledge Transfer	<ul style="list-style-type: none">• Support development & go-live processes

Ready to Learn More?

Ready to learn more about how we can apply our vendor transition framework to your business?

Contact us today to get the conversation started!

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