SUSTAIN · DRIVE · AFTER GO-LIVE

Keeps your migration on track after the delivery team has gone.

Many migrations quietly regress once the implementation team leaves: ownership goes stale, the value drifts and the support report stays green. Sustain measures, from your own data, whether the approved value held, who owns each capability, and how the support service is really performing.

PRAIS · decide Before you commit | **Orchestra · run** While it runs | **Assure · prove** At each gate | **Sustain · drive** After go-live | **Independent AI Audit** For AI in your estate

WHAT IT DOES

A scorecard of realised value

Realised value measured against the committed value of the original business case, carried over from the PRAIS reading. Each figure on the scorecard carries its source.

Flags that re-measure and escalate

A flag opens with a recovery threshold, re-measures from the readings you export, and closes itself when the metric recovers. If it does not recover within its time limit it escalates up a fixed ladder with a decision-ready brief.

Who owns each capability

Who owns an entire process end to end once the delivery team has gone, rather than only who owns individual tickets. It flags capabilities that are unowned or whose ownership has gone stale.

Support service health, observed

Resolution time and its trend, reopen rate, repeat incidents, backlog age and volume trend, computed independently from your own ticket export and set beside what the support provider reports.

Outcome-based contracts refereed

For a support contract that pays for outcomes, each target is checked against your observed data: whether it was met, whether the provider's claim matches the data, and whether it can be verified at all.

Automation opportunities

Recurring tickets ranked by how often they occur and what they cost, so automation effort goes where it pays.

AI and automation net benefit

A net-benefit view of AI and automation candidates, read from your ticket data and the costs you capture.

A board-ready report

A print-ready management report built from the same sourced data, with the executive summary and the decisions to discuss computed from it.

WHAT IT DOES FOR YOU

Proof the value held

The board approved a number. Sustain shows the realised value against that number, line by line, long after the delivery team has left.

Ownership that does not go stale

Someone owns each process end to end, and the gaps are visible. That is the most common hangover after go-live.

A support report you can check

A provider's service-level report is self-reported. Sustain computes the observed picture from your own tickets and shows the difference.

Early warning, with a path to a decision

A shortfall opens a flag, and if it is not fixed in time it escalates with a brief. The problem reaches a decision-maker.

Sustain: what it reads, what you receive, and what to know.

WHAT IT READS

- **The committed business-case value** from the PRAIS reading.
- **Your own readings,** exported from your systems, against each flag's recovery threshold.
- **Your support-ticket export,** for service health, outcome contracts and automation opportunities.
- **Capability ownership** that you record: each process or capability and its named owner.

WHAT YOU RECEIVE

- **A board scorecard** of realised value against the original promise.
- **Flags** with their status, recovery threshold and escalation brief.
- **A capability ownership view** with the unowned and stale ones flagged.
- **A service-health and contract view,** and a ranked list of automation candidates, plus a management report.

HOW IT FITS WITH THE OTHER PLATFORMS

- **PRAIS** supplies the committed value that Sustain measures against.
- **Assure** carries the post-go-live drift and value checks, and Sustain adds the longer-run view of ownership, service and value.
- **Orchestra's** handover stage is where the ownership questions are raised, and Sustain keeps tracking them afterwards.

What it is not, and what to know

- **Sustain is our newest platform,** so scope is agreed per client and it starts with what you can export today.
- **It reads what you export.** There is no live connection to your systems. Each reading is point in time.
- **It does not replace your support provider or your operating tools.** It checks them independently.
- **Where a delivery party supplies an input,** the reading is labelled as such.

QUESTIONS WE ARE USUALLY ASKED

Does it replace the run layer we already use?	No. Whatever runs your operations carries on. Sustain checks independently whether the approved value held.
What do we need to export?	Mainly the ticket export, and the readings behind each value flag. We send a short list when you reach this stage.
Who owns the scorecard?	You do. Roltrader records and shows. The accountable owners decide what to do about a flag.

How to start. Sustain is scoped separately, usually as the programme approaches go-live. Speak with your Roltrader partner to agree what to measure. Have a sponsor and an owner for the post-go-live period in mind. roltrader.com