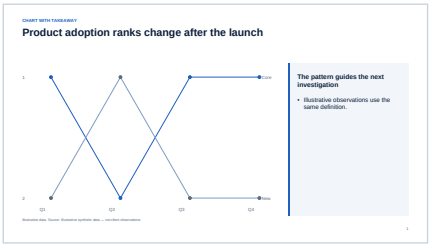
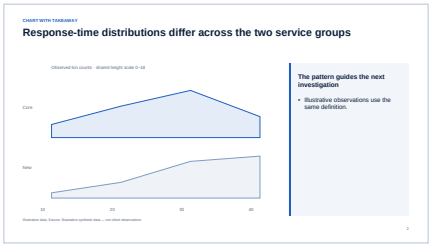
ONE-PAGE SUMMARY

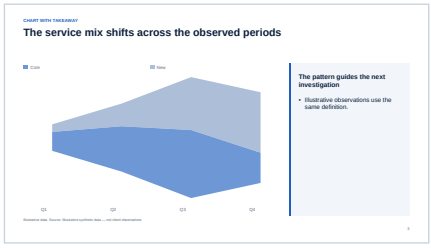
Native diagrams and analytical exhibits



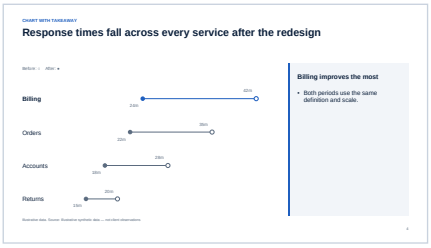
01 Product adoption ranks change after the launch



02 Response-time distributions differ across the two service groups



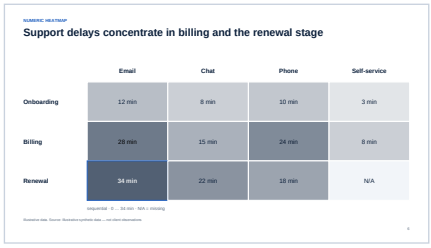
03 The service mix shifts across the observed periods



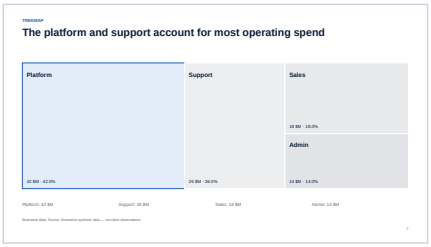
04 Response times fall across every service after the redesign



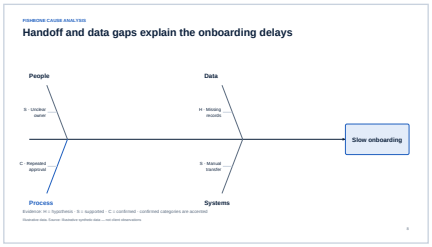
05 Response times fall across every service after the redesign



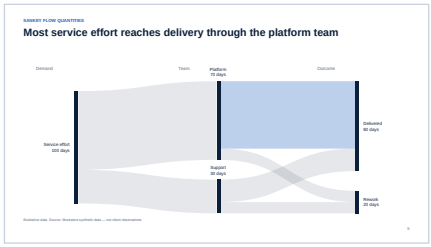
06 Support delays concentrate in billing and the renewal stage



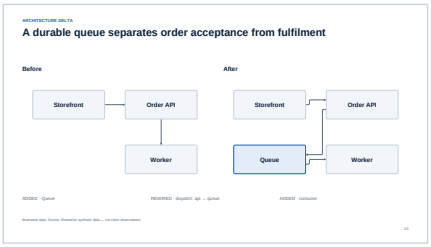
07 The platform and support account for most operating spend



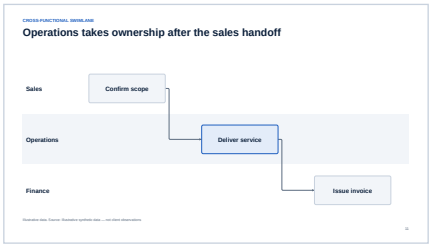
08 Handoff and data gaps explain the onboarding delays



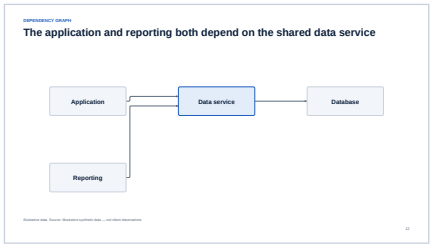
09 Most service effort reaches delivery through the platform team



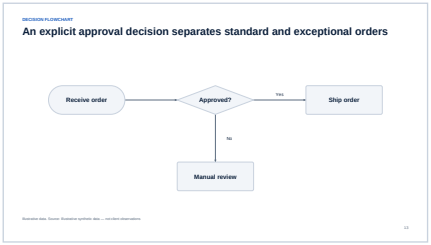
10 A durable queue separates order acceptance from fulfilment



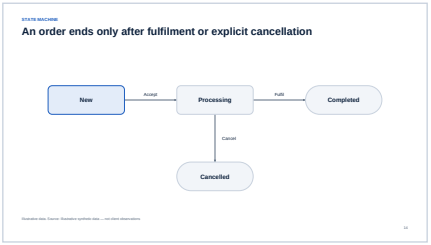
11 Operations takes ownership after the sales handoff



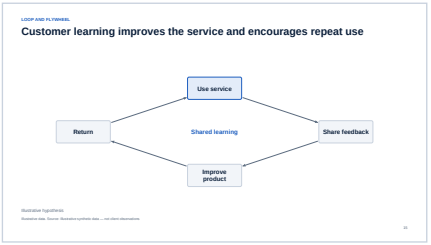
12 The application and reporting both depend on the shared data service



13 An explicit approval decision separates standard and exceptional orders



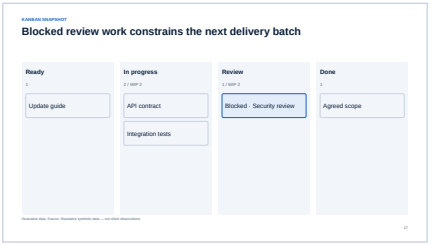
14 An order ends only after fulfilment or explicit cancellation



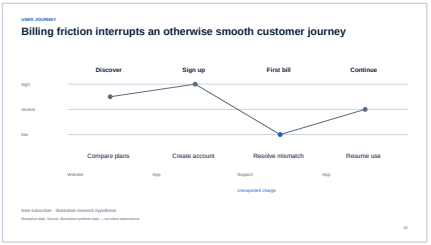
15 Customer learning improves the service and encourages repeat use



16 Shared controls support every layer of the service



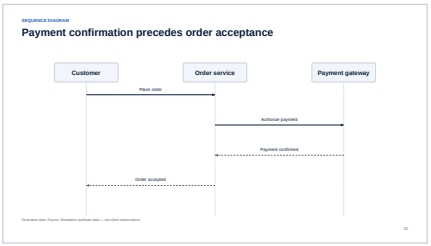
17 Blocked review work constrains the next delivery batch



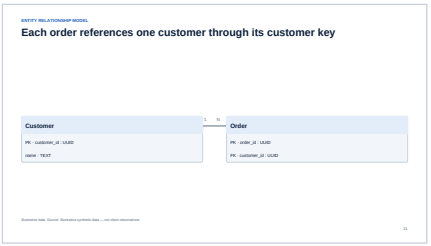
18 Billing friction interrupts an otherwise smooth customer journey



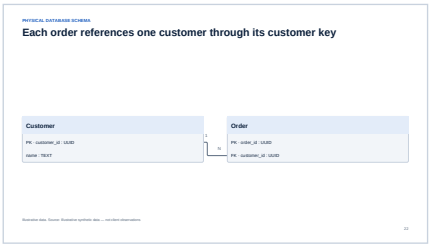
19 A hidden billing job causes the visible retry experience



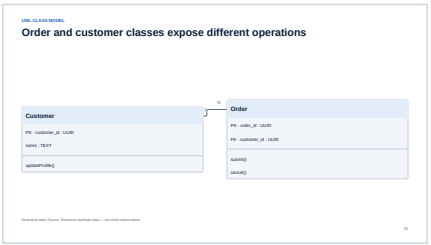
20 Payment confirmation precedes order acceptance



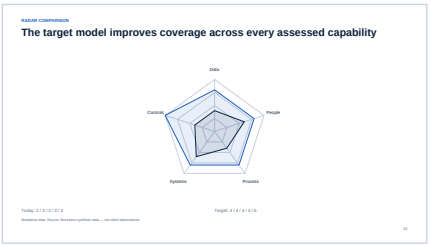
21 Each order references one customer through its customer key



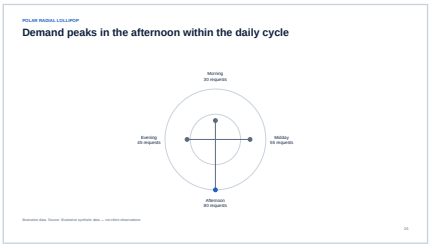
22 Each order references one customer through its customer key



23 Order and customer classes expose different operations



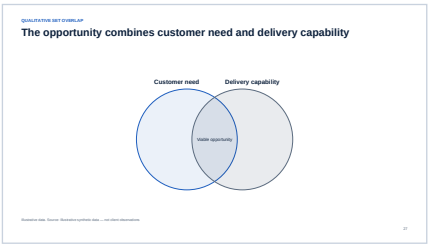
24 The target model improves coverage across every assessed capability



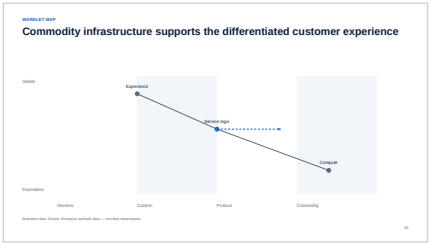
25 Demand peaks in the afternoon within the daily cycle



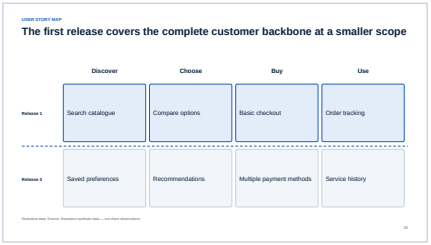
26 The service boundary contains the application and its data domain



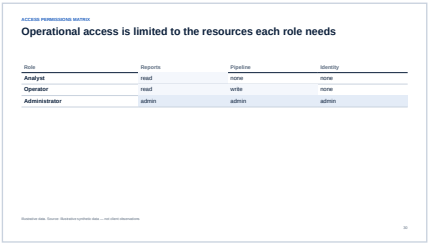
27 The opportunity combines customer need and delivery capability



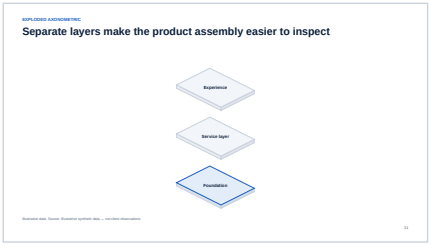
28 Commodity infrastructure supports the differentiated customer experience



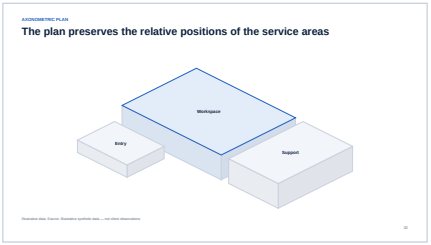
29 The first release covers the complete customer backbone at a smaller scope



30 Operational access is limited to the resources each role needs



31 Separate layers make the product assembly easier to inspect



32 The plan preserves the relative positions of the service areas



33 Most observations cluster around the typical response time