

WHITEPAPER

Infusing Agentic AI for **Low-Touch IT Transitions**

Scale at Speed™



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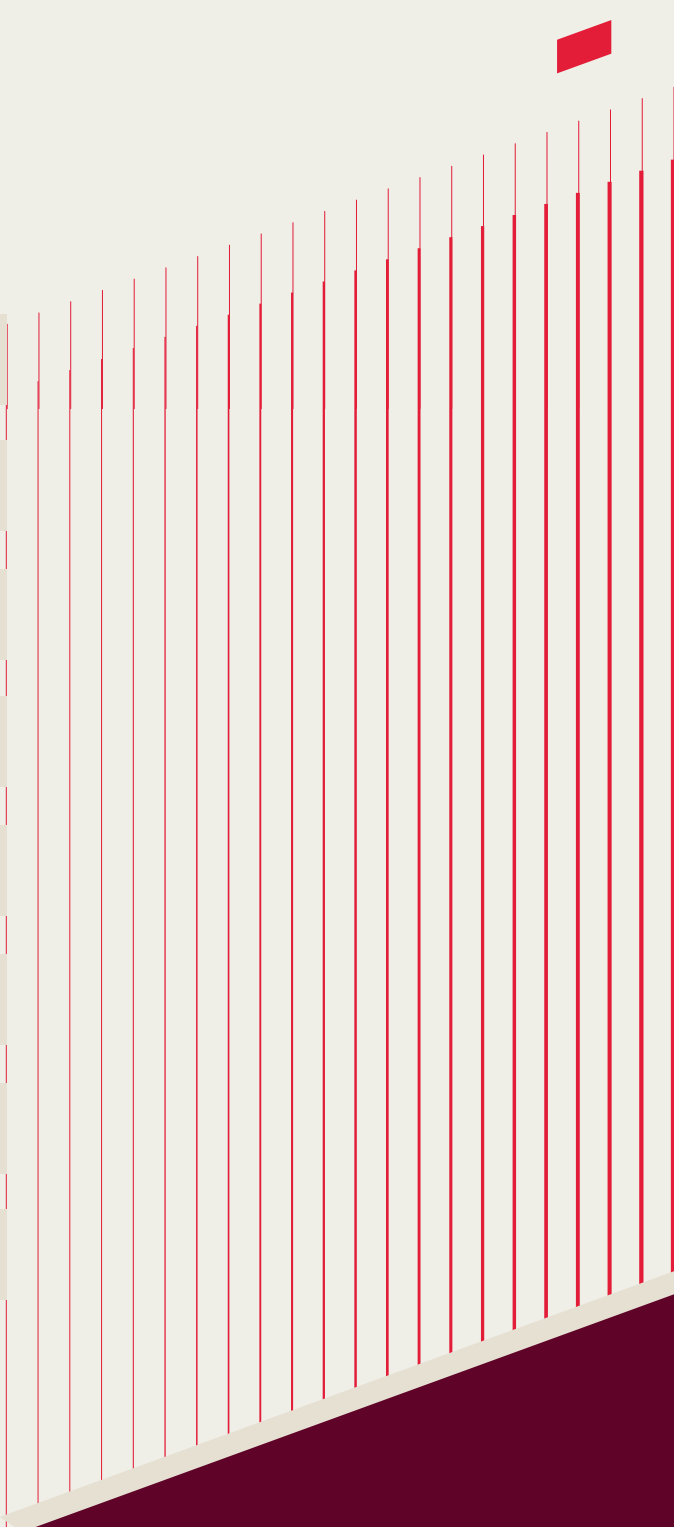
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Executive Summary

IT transitions inherently introduce a spectrum of risks. The most critical among them is service disruption, often caused by manual errors during execution. In an era where high availability is a default expectation, most IT operations managers have limited tolerance

for any challenges, making service assurance a critical success factor for any transition initiatives. Over time, process maturity, standardized frameworks, and tooling investments have brought structure to complex transition programs. However, execution remains human-intensive and experience-dependent, resulting in inconsistent outcomes and higher operational risks. This phenomenon underscores the overt reliance on individual expertise over institutionalized intelligence.

As value-based selling becomes increasingly prevalent, clients now assess providers not just on financial factors but also on their ability to execute complex, transformational projects with minimal disruption. This white paper underscores the importance of adopting a low-touch transition model in which intelligent agents augment human decision-making and orchestrate execution across all phases of the transition lifecycle. It draws on practical insights from transitions led by Tech Mahindra's Transition Center of Excellence across the retail, oil & gas, automotive, finance, and healthcare sectors.



Why Transitions Still Struggle

Most large-scale and complex transitions rely heavily on manual execution and individual expertise. As the transition scope expands across applications, infrastructure, vendors, and geographies, this reliance intensifies and becomes systemic. The common hurdles affecting transition programs are as follows:

High Human Dependency

Transition success often depends on a small group of experts who hold critical knowledge of systems, processes, and client context. When these individuals are unavailable or overloaded, execution slows, and risk exposure intensifies.

Fragmented Workstream Execution

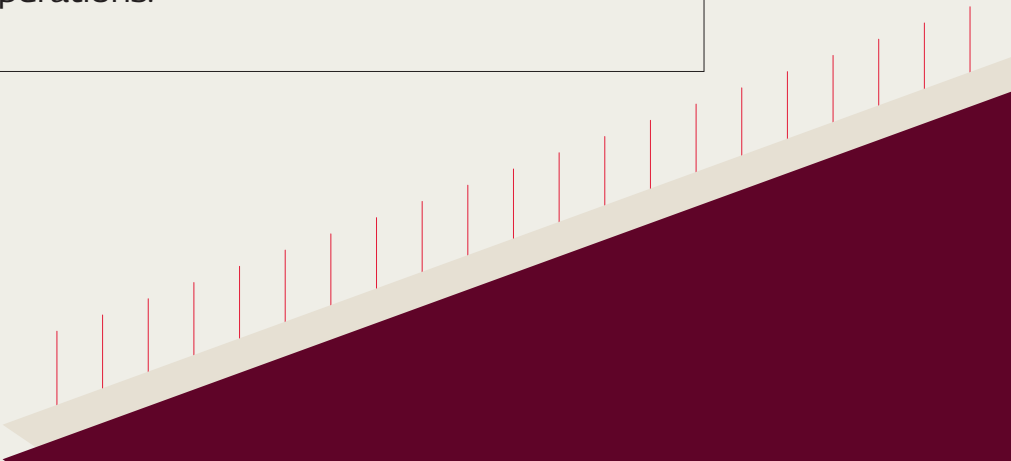
Client analysis, solution design, KT, governance, and handovers are often executed in silos, resulting in coordination gaps, loss of context, and inconsistent execution. This, in turn, impacts quality across transitions.

Documentation and Coordination Overhead

Activities such as RFP analysis, transition planning, knowledge transfer (KT) documentation, risks, assumptions, issues, and dependencies (RAID) tracking, and governance reporting consume up to 40-50% of resource bandwidth. This dependency creates bottlenecks and limits experts' ability to engage in proactive risk management and strategic decision-making.

Reactive Risk Management

Teams typically rely on periodic reviews to identify risks and dependencies, which delays intervention and increases the effort needed to stabilize and restore operations.



A Strategic Shift to Low-Touch Transitions

A low-touch transition represents a shift in how traditional transition programs are implemented. In this model, AI agents autonomously execute repetitive, orchestration-heavy, insight-generation activities, while humans retain control over strategic decisions, approvals, and exceptions.

Rather than operating in review cycles, AI agents keep a constant watch over the transition, tracking progress, identifying risks, and driving timely action.

An agent-based transition entails:

- Continuous, agent-driven execution replacing episodic human interventions
- Systematic capture and reuse of institutionalized knowledge across programs
- Human engagement focused on validation, judgment, and stakeholder alignment








TRANSITION APPROACHES : TRADITIONAL VS AGENTIC AI 		
Key Parameters Compared		
Parameter	Traditional Transition	Agentic AI-Based
 Knowledge Transfer	Manual, relying on incumbent team's inputs	Automated. AI-driven knowledge extraction
 Documentation	Manual, often static and dated	Dynamic. AI-generated, with real-time updates
 Scalability	Highly inefficient hence formal underlobks	Fast, with significant reduction in transition time
 Dependency on SMEs	In-person or virtual sessions shadowing	Reduced dependency, as AI models retain knowledge
 Training Format	High (due to extended handover and training pe(o)	Adaptive. Can learn on the fly
 Adaptability	Less adaptive. Requires formal updates for changes	High. Some processes may lack human context

Figure 1: Comparison of Transition Models

Why AI Agents? Why Now?

Three converging forces are at play that make agent-enabled transitions a viable option for modern-day organizations:

Rising Complexity: Modern transition programs involve complex application landscapes, hybrid infrastructure, regulatory constraints, and multi-vendor ecosystems.

Maturity of AI Agent Capabilities: Beyond basic automation, AI agents can now reason, summarize, orchestrate workflows, and adapt to changing conditions.

Evolving Customer Demands: Speed and predictability, with minimal disruption, now shape how clients evaluate transition programs.

In this low-touch transition approach, accountability remains with people. AI agents take on execution-heavy work, repositioning human roles toward judgment, strategy, and stakeholder alignment.

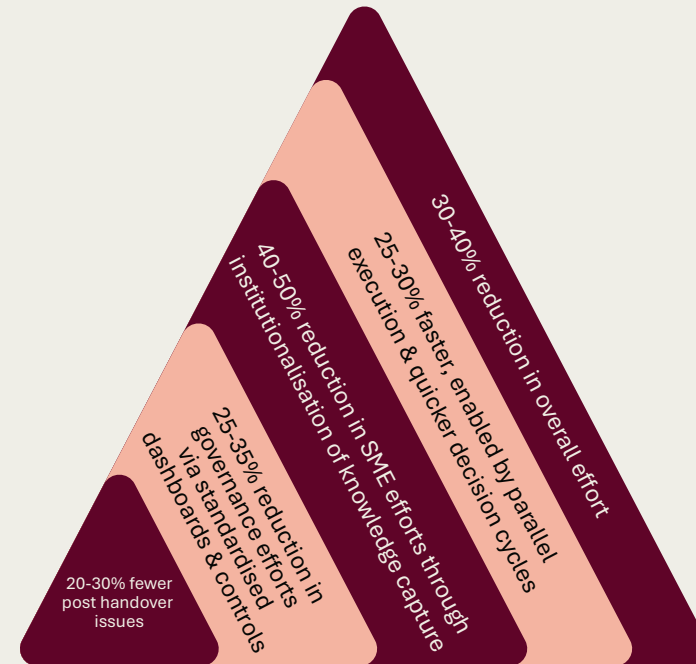


Figure 2: Benefits of AI agent-driven transitions

Agents as the Backbone of Low-Touch Transitions

The agent-based low-touch transition model is built on two complementary classes of agents that operate together as a closed-loop system: AI-augmented agents and autonomous execution agents. They work in tandem to reduce manual effort while increasing execution consistency and visibility.

Augmentation Agents

Augmentation agents enhance human productivity by significantly reducing the documentation and manual effort. These agents analyze RFPs, IT applications, infrastructure documents, and due diligence inputs to extract scope, assumptions, and risks in real time. Transition strategies, plans, KT frameworks, SOPs, and communication plans are auto-generated with contextual relevance and standardized structure. By identifying gaps, deviations, and dependency conflicts early in the lifecycle, they improve first-pass accuracy and reduce downstream rework.

Autonomous Execution Agents

Autonomous execution agents function as digital transition managers. By coordinating work across phases and workstreams, auto-routing tasks, tracking dependencies, and propelling execution based on predefined rules and real-time signals, these agents continuously monitor and analyze RAID to identify emerging risks and take preventive actions. This allows transition managers to spend less time firefighting and more time staying ahead of issues.

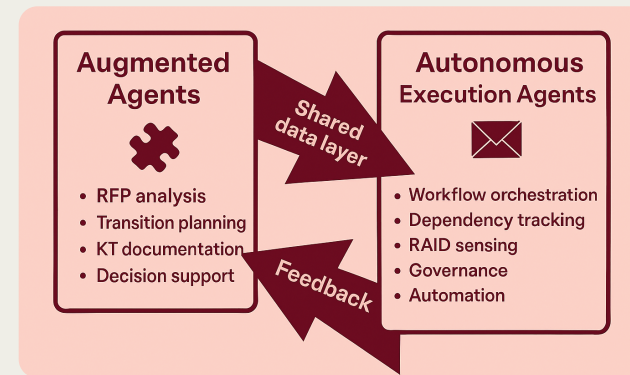


Figure 3: Agent-based Transition Orchestration Architecture

Evolution from High-Touch to Low-Touch Transitions

Traditional transition programs use manual, high-touch execution, including daily, weekly, and monthly reviews, and generally rely on experience-based SMEs. Low-touch transitions, on the other hand, use AI agents to orchestrate and proactively monitor transitions. This evolution improves the predictability, scalability, and resilience of these programs.



Figure 4: Overview of High-Touch vs. Low-Touch Transition Model

Governance, Risk, and Oversight

Low-touch transitions, as opposed to conventional means, embed governance directly into execution, which ensures:

- Human-in-the-loop escalation for key decisions
- Full auditability of actions by the AI agents
- Policy-aligned execution integrated within the agent workflow

This low-touch approach enables control, strengthens trust and accountability, and improves the program's compliance posture.

Adoption Roadmap

The adoption of new technological or process frameworks is generally incremental and conservative in nature. Agentic AI-based transitions, however, present potential benefits that outweigh the expected costs and risks, supporting faster adoption. A simplified adoption roadmap is presented in the graphic below.

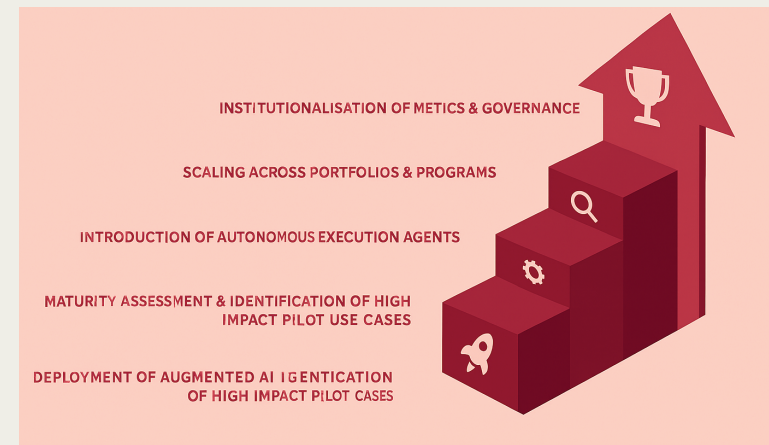



Figure 5: Adoption Roadmap of Agent-based Transition Model



Generative AI in Action: Use Cases

The low-touch transition methodology embeds GenAI-based agents across critical transition workstreams. Here's a rundown.

1. Client Analysis and Solution Design

AI agents analyze RFPs, application landscapes, and infrastructure details to extract scope, constraints, and assumptions. They assist in shaping transition strategies and plans and in surfacing key risks and dependencies early in the program lifecycle. Agents also consolidate information from multiple client sources to speed up due diligence. Cost and FTE models are generated using resource-loading approaches, and proposal responses are drafted with contextual alignment. This improves solution clarity, bid accuracy, and transition readiness before execution begins.

2. Governance, Stakeholder, and Project Manager

Transition governance no longer depends on manual coordination. AI agents can assist with defining governance models, mapping stakeholders, automating weekly decks, compiling meeting minutes, maintaining risk logs, and other related tasks. Real-time dashboards provide continuous visibility of program progress, improving transparency, strengthening governance discipline, and reducing PMO overhead.

3. Knowledge Transfer and Readiness

Knowledge assets take shape quickly with agent support. Agents generate System Understanding Documents (SUDs), SOPs, technical documents, and runbooks from existing inputs. These can also be used to generate code explanations, documentation, and workflow views. Additionally, agent-driven ticket and log analysis can underscore knowledge gaps, supporting effective KT and fewer post-handover issues.

4. Tooling, Training, and Communication

With agent support, access provisioning, training content creation (including multilingual material), and transition communications, becoming easier, leading to significant improvements in onboarding, adoption, and stakeholder messaging.

5. Metrics, SLAs, and Playback Reviews

AI agents can create performance baselines, generate SLA reports, summarize playback reviews against predefined checklists, and identify readiness gaps. This supports data-driven go/no-go decisions and controlled handover.

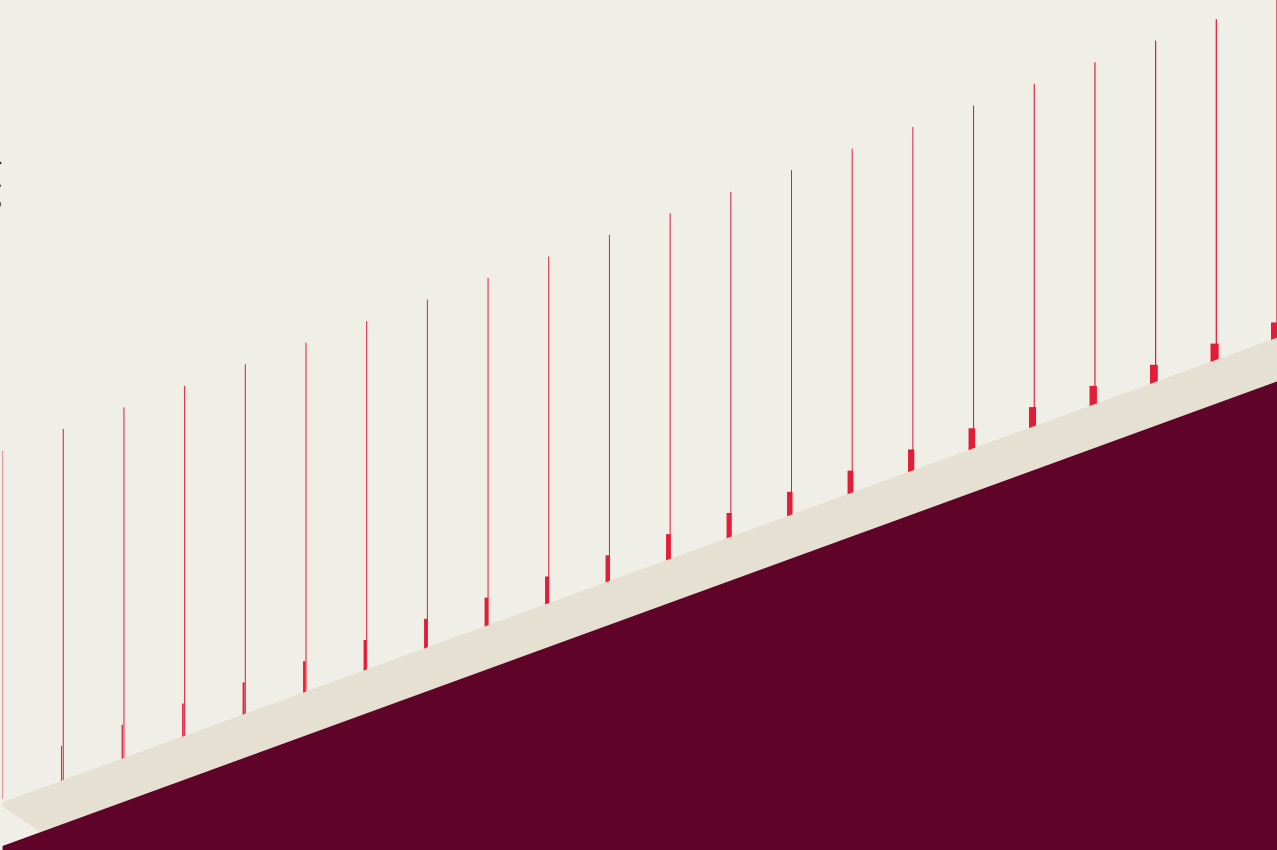


Agentic AI-Based Transitions: The Way Forward

Generative AI should not be treated as an ancillary or 'bolt-on' capability for transition programs, but rather, it should be architected as an integral component of the transition framework. This does not mean that traditional, human-led transitions will be eliminated in the near future. They will continue to play a role in scenarios that demand nuanced judgment and contextual understanding. As organizations balance between agent-based and traditional models, a hybrid transition approach emerges, combining the best of both to deliver efficient, less error-prone, and more scalable outcomes.

Conclusion:

Low-touch transition through AI agents represents a fundamental shift in how enterprises will execute transition programs. By embedding intelligent agents across the transition lifecycle, organizations move from experience-driven execution to predictable, well-managed delivery. The future of transition is not high-touch or low-touch; it is right-touch, enabled by Generative AI agents.



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