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| **Information** | **Details** |
| Title | Post Go-Live Update: Successful System Transition and Issue Resolution |
| Purpose | To announce the successful implementation of the new system, provide details on resolved issues, and reassure continued commitment to customer service |
| Audience | All Customers (identified as the recipients of this communication) |
| Channels | Email, Customer Support Contact |
| Attachments | None |
| Reviewers | Project Manager, Customer Service Manager, IT Lead |
| Approval | Company President |
| Timing | To be sent immediately after the Go Live date |
| Key Messages | Successful system transition, detailed issue resolution, appreciation for customer patience, reassurances for resumed normal operations |
| Call to Action | Continue regular business interactions, reach out to the Customer Service Manager for any queries or concerns |

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| **Email Information** | **Details** |
| To |  |
| From |  |
| Subject | Post Go-Live Update: Successful System Transition and Issue Resolution |
| Date |  |

[INCLUDE COMPANY LOGO HERE]

Dear Valued Customer,

We're pleased to announce that we have successfully upgraded our system to [New System]. This milestone marks an important step for [Company Name] as we strive to provide you with the best services possible.

Our transition period, which took place from [Start Date] to [End Date], is now complete. During this period, we encountered a few unexpected challenges. We want to extend our sincerest apologies for any inconvenience these may have caused. Your understanding and patience during this time were greatly appreciated.

**Here are the issues we encountered and how they were resolved:**

**Difficulty in syncing customer data from the old system to the new one.**

Resolution: Our IT team worked diligently to correct the data transfer protocols and successfully synced all customer data by [Resolved Date].

**Temporary disruption in processing certain transaction types.**

Resolution: We identified the source of the problem, rectified it, and restored full transaction processing capability by [Resolved Date].

**Delay in shipping due to data transition.**

Resolution: We implemented a temporary manual process to continue shipping operations, and the automated shipping process resumed from [Resolved Date].

**With these issues resolved and the new system in place, we return to our regular operations:**

* All transaction limitations experienced during the transition period have now been lifted.
* We are now processing all purchase orders promptly, including system-generated sales orders.
* Regular shipping operations have resumed as of [Go Live Date].

Our commitment to providing you with exceptional service remains strong. If you have any questions or concerns about our new system or how it may affect your interactions with us, please don't hesitate to reach out to our Customer Service Manager, [Name], at [Phone Number].

Thank you once again for your understanding and patience during our system upgrade. We look forward to continuing to serve you.

Best,

[President Name]

President - [Company Name]