Transition Services Agreements that End: Pricing, Governance and Exit Tests

A Control Framework for Service Definition, Capacity, Pricing, Migration and Measurable Separation

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Abstract

Transition services protect a divested business from operational discontinuity, while poorly specified agreements can create uncontrolled demand, hidden capacity cost, security exposure and dependence that survives the intended term. This paper develops an evidence-led method for designing transition services agreements that end. It begins with the temporary operating objective and traces Day-One dependencies into service schedules with explicit scope, baseline, volume, service level, capacity, owner and evidence. People, technology, identity, personal data, cybersecurity, business continuity and financial controls are mapped across provider, recipient and third parties. Pricing is selected from fixed, unit, cost-plus, pass-through, stepped and hybrid mechanisms according to cost behaviour and incentives. Direct cost, retained capacity, volume variation, extension scarcity, tax and currency are modelled separately. Change, incident, performance and escalation processes maintain control during delivery. Every service receives a funded recipient separation plan and objective exit tests covering functional performance, migration, data reconciliation, security, continuity, controls and user acceptance. Dependencies sequence partial termination and prevent one service from being switched off before the capabilities it supports. Extension requests require evidence, remediation, new pricing and fresh risk approval. Provider release plans connect termination to decommissioning, access revocation, supplier release, people redeployment and stranded-cost removal. Bilateral economics and failure scenarios inform remedies and fallback design. Final certification closes services, access, data, invoices, claims and surviving obligations. Five figures, five tables, eight frequently asked questions and twenty-six primary or authoritative references support transaction-specific review. Quantified figures are illustrative evidence indices rather than forecasts. The framework does not draft contract terms, determine service pricing, establish data or tax compliance, guarantee continuity or replace authorised legal, tax, accounting, employment, technology, cyber, data-protection, operational or transaction advice.

JEL Classification: G34, L14, L22, M41, K12

Keywords: transition services agreement, TSA, carve-out, divestment, service levels, capacity pricing, separation, exit tests

1. Define the transition objective

State the temporary capabilities required to preserve continuity while the recipient builds independence.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a transition operating charter.

The principal failure occurs when the agreement exists to maintain the status quo indefinitely. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define the transition objective should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

2. Map Day-One dependencies

Trace every customer, process, people, technology, data, contract and control dependency across the transaction perimeter.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a Day-One dependency map.

The principal failure occurs when the legal perimeter reveals service needs. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map day-one dependencies should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

3. Create the service catalogue

Decompose broad functional labels into observable services, activities, inputs and outputs.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a TSA service catalogue.

The principal failure occurs when finance or IT is a measurable service. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for create the service catalogue should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

4. Set service boundaries

Specify inclusions, exclusions, locations, entities, users, volumes, hours and interfaces.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a service boundary schedule.

The principal failure occurs when recent past practice defines an unambiguous scope. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for set service boundaries should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

5. Establish baselines

Measure pre-close volume, quality, capacity, incidents, cycle time, controls and cost.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a baseline evidence pack.

The principal failure occurs when historical cost allocation is a service baseline. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for establish baselines should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

6. Define service levels

Choose availability, accuracy, timeliness, response, recovery and control measures suited to each service.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a service-level matrix.

The principal failure occurs when one generic reasonable-efforts clause is measurable. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define service levels should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

7. Define capacity limits

Set volume bands, user limits, seasonality, surge rules and provider constraints.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a capacity envelope.

The principal failure occurs when unlimited demand is compatible with fixed price. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define capacity limits should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

8. Allocate responsibilities

Name provider, recipient, third parties, approvers, operators, data owners and escalation authorities.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a responsibility matrix.

The principal failure occurs when the provider controls the entire service chain. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

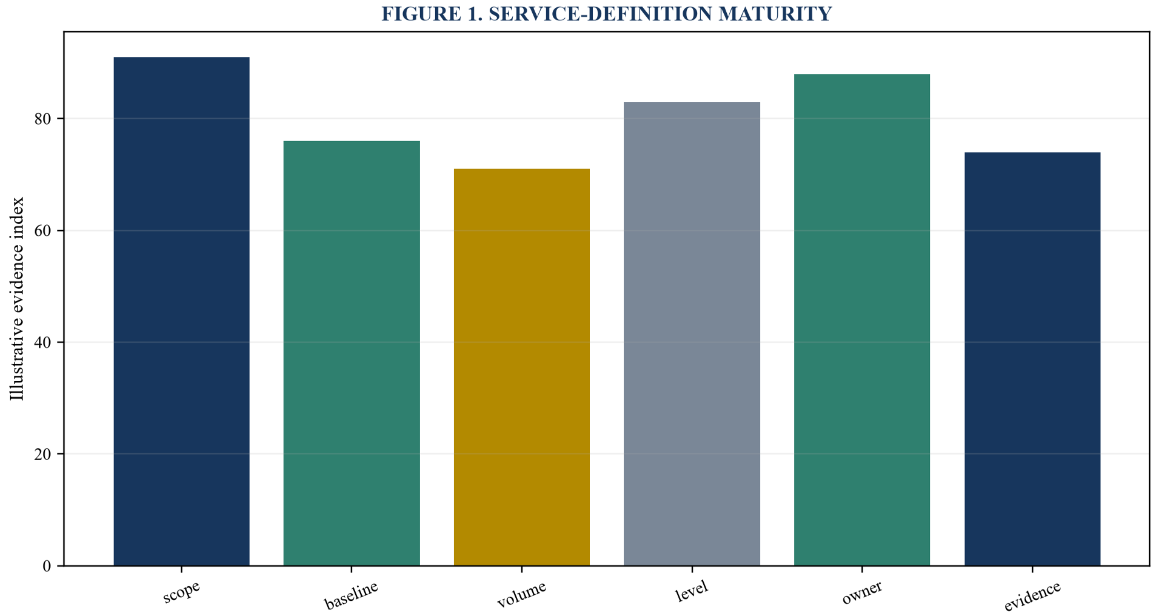
The decision pack for allocate responsibilities should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 1. Service schedule architecture

Field	Purpose	Evidence
scope	define output	service catalogue
baseline	measure starting point	historical data
capacity	bound demand	volume envelope
owner	allocate authority	responsibility matrix

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 1. Service-definition maturity



Values are illustrative evidence indices and require company-specific support.

9. Map upstream suppliers

Identify licences, consents, subcontractors, cloud, banking and other dependencies.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an upstream dependency register.

The principal failure occurs when the provider can pass through every third-party service. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map upstream suppliers should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

10. Map people

Identify named expertise, key-person reliance, access, retention, workload and substitution.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a TSA workforce plan.

The principal failure occurs when staff remain available without capacity planning. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map people should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

11. Map technology

Define applications, infrastructure, interfaces, environments, support and release constraints.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a technology service map.

The principal failure occurs when system access equals a supported service. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map technology should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

12. Map identity and access

Set role, approval, segregation, privileged access, review and revocation rules.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an access-control schedule.

The principal failure occurs when legacy credentials can persist safely during transition. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map identity and access should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

13. Map data

Define controller roles, purposes, lawful basis, fields, retention, transfer, security and deletion.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a data-processing schedule.

The principal failure occurs when the transaction agreement authorises every data flow. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map data should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

14. Map cyber obligations

Set monitoring, vulnerability, incident, notification, recovery and assurance duties.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a cyber responsibility matrix.

The principal failure occurs when the provider's normal controls automatically fit the recipient. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map cyber obligations should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

15. Map business continuity

Define critical services, recovery objectives, fallback modes, testing and crisis authority.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a transition continuity plan.

The principal failure occurs when provider continuity plans cover separated operations. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for map business continuity should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

16. Map financial controls

Specify approvals, reconciliations, evidence, audit access and segregation for cash-impacting services.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a financial-controls schedule.

The principal failure occurs when service continuity permits temporary control gaps. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

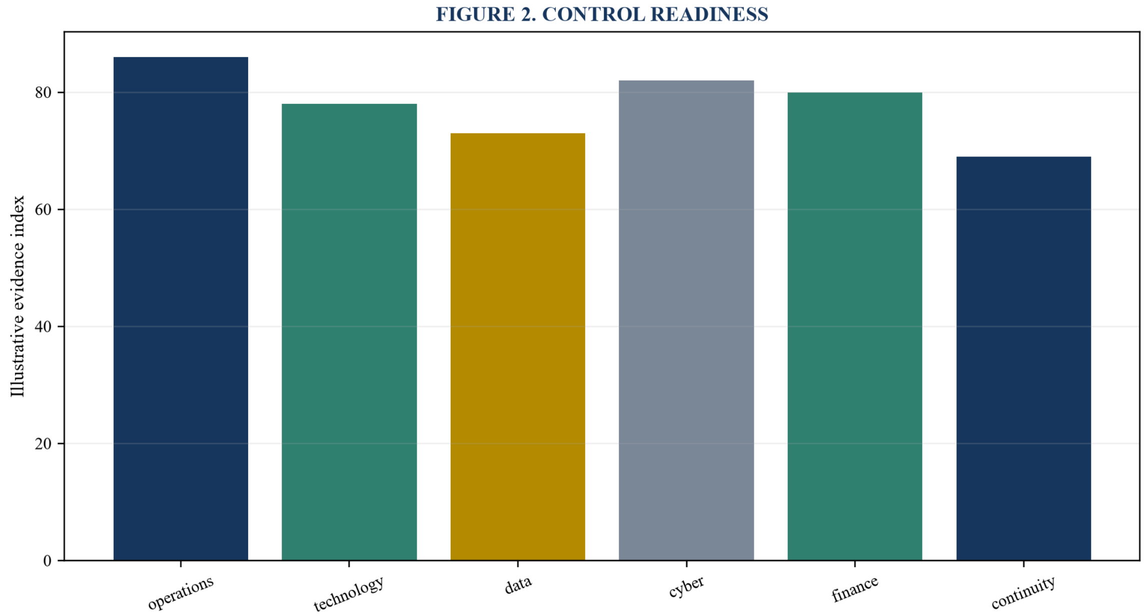
The decision pack for map financial controls should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 2. Service-level controls

Domain	Measure	Exit implication
operations	cycle and quality	replacement performs
technology	availability and recovery	standalone platform
data	accuracy and transfer	validated migration
control	approval and evidence	tested ownership

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 2. Control readiness



Values are illustrative evidence indices and require company-specific support.

17. Choose the pricing basis

Compare fixed, unit, cost-plus, pass-through, stepped and hybrid pricing against behaviour.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a pricing options paper.

The principal failure occurs when historical allocation is a fair transfer price. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for choose the pricing basis should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

18. Build service cost

Trace direct labour, third party, technology, capacity, overhead, risk and change cost.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an open-book cost model.

The principal failure occurs when the provider's ledger captures incremental economics. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for build service cost should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

19. Price retained capacity

Measure capacity that must remain available even when recipient usage is lower.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a capacity charge model.

The principal failure occurs when unused reserved capacity has no economic cost. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for price retained capacity should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

20. Price volume variation

Define units, bands, thresholds, measurement, true-up and dispute treatment.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a volume-pricing schedule.

The principal failure occurs when fixed fees remain fair across material volume change. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for price volume variation should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

21. Price extensions

Use time-based escalation, scarcity, opportunity cost and removal delays to discourage dependency.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an extension price curve.

The principal failure occurs when extension pricing should mirror the initial term. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for price extensions should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

22. Allocate taxes and currency

Define invoicing, indirect tax, withholding, transfer pricing, currency and settlement mechanics.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a tax-and-currency schedule.

The principal failure occurs when headline fee is the complete cash cost. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for allocate taxes and currency should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

23. Govern change requests

Require impact, capacity, price, security, dependency, approval and expiry for every change.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a controlled change protocol.

The principal failure occurs when operational teams can amend scope informally. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for govern change requests should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

24. Govern incidents

Define severity, ownership, communication, workaround, root cause, remedy and prevention.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an incident runbook.

The principal failure occurs when contractual liability replaces incident management. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for govern incidents should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 3. Pricing mechanisms

Mechanism	Best use	Primary risk
fixed	stable scope	volume drift
unit	measurable demand	unit definition
cost-plus	uncertain effort	weak efficiency
stepped	planned exit	milestone dispute

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 3. Pricing alignment

Values are illustrative evidence indices and require company-specific support.

25. Govern performance

Use service data, exceptions, root causes, credits, risk and recipient readiness in a joint forum.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a performance dashboard.

The principal failure occurs when invoice approval proves acceptable service. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for govern performance should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

26. Design escalation

Create operational, executive and legal tiers with decision rights and response windows.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an escalation ladder.

The principal failure occurs when all disputes should move directly to legal remedy. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for design escalation should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

27. Build recipient separation plans

Assign a replacement path, owner, budget, milestones, evidence and fallback to every service.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a service-exit plan.

The principal failure occurs when the provider owns the recipient's independence. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for build recipient separation plans should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

28. Define exit tests

Specify functional, volume, data, control, security, continuity and user-acceptance evidence.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an exit-test catalogue.

The principal failure occurs when migration completion proves service independence. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define exit tests should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

29. Sequence service exits

Map cross-service, system, data, people, consent and supplier dependencies.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an exit dependency network.

The principal failure occurs when each service can terminate independently. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for sequence service exits should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

30. Run rehearsals

Test migration, cutover, rollback, peak volume, control operation and incident response.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an exit rehearsal record.

The principal failure occurs when a project plan substitutes for operational rehearsal. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for run rehearsals should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

31. Control partial termination

Define notice, fee adjustment, stranded capacity, dependent services and residual obligations.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a partial-termination protocol.

The principal failure occurs when the recipient can terminate any line without system effects. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for control partial termination should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

32. Control extensions

Require evidence, cause, remediation, duration, price, risk acceptance and fresh approval.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is an extension gate.

The principal failure occurs when extensions are routine administrative changes. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

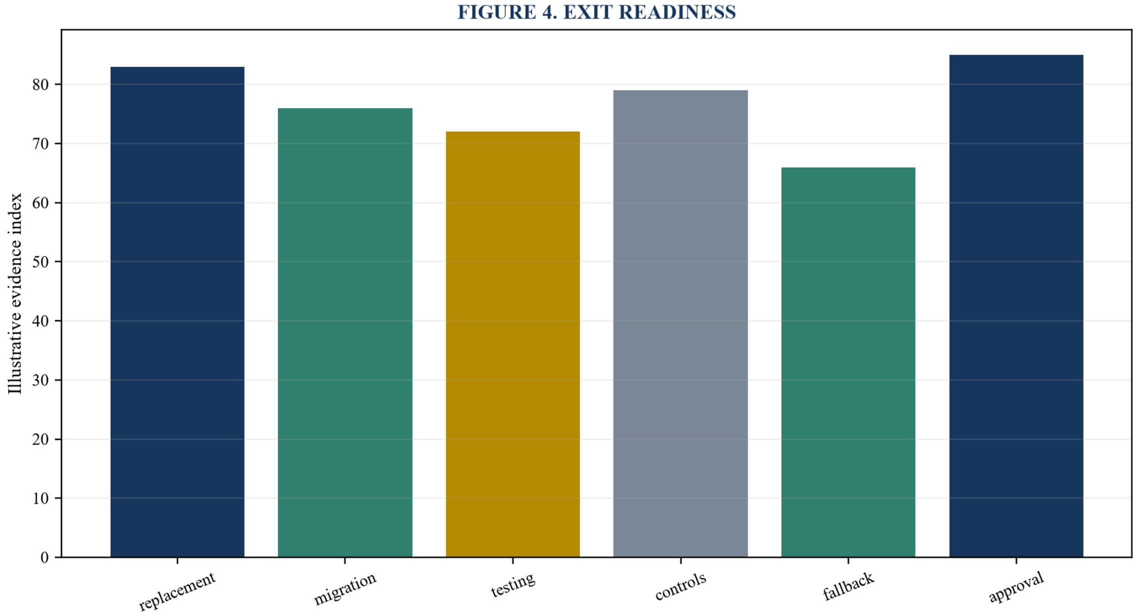
The decision pack for control extensions should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 4. Exit-test stack

Gate	Evidence	Owner
functional	end-to-end service	business
technical	tested cutover	technology
data and cyber	reconciled secure transfer	data and security
control	operating approvals	risk and finance

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 4. Exit readiness



Values are illustrative evidence indices and require company-specific support.

33. Protect the provider exit

Connect termination to decommissioning, access revocation, contract release, people redeployment and stranded-cost removal.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a provider-release plan.

The principal failure occurs when provider cost ends automatically with service notice. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for protect the provider exit should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

34. Protect the recipient exit

Confirm replacement capability, data, records, controls, support and contingency before termination.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a recipient-readiness certificate.

The principal failure occurs when the recipient bears no residual transition risk. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for protect the recipient exit should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

35. Reconcile transition economics

Track revenue, service cost, capacity, change, incident, extension and exit cost for both parties.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a bilateral value bridge.

The principal failure occurs when TSA fees neutralise all separation economics. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for reconcile transition economics should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

36. Model failure scenarios

Stress supplier refusal, cyber incident, key-person loss, volume spike, delayed migration and failed cutover.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a transition scenario model.

The principal failure occurs when service risks are independent. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for model failure scenarios should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

37. Define remedies

Align service credits, cure, step-in, suspension, indemnity and termination with actual control and causation.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a remedies matrix.

The principal failure occurs when maximum damages create operational resilience. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for define remedies should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

38. Maintain evidence

Preserve service data, approvals, changes, incidents, costs, tests and decisions in one controlled record.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a TSA evidence ledger.

The principal failure occurs when meeting minutes provide sufficient audit trail. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for maintain evidence should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

39. Certify each exit

Require business, technology, data, cyber, finance and legal sign-off against objective tests.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a service exit certificate.

The principal failure occurs when commercial notice alone closes a service. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

The decision pack for certify each exit should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

40. Close the TSA

Reconcile surviving obligations, records, access, data, invoices, claims, stranded capacity and lessons.

The controlled record should identify the relevant customer, revenue stream, contract, cohort, relationship owner, commercial dependency, evidence source, baseline, trend, scenario, control, exception, accountable executive, deadline and approval. The immediate deliverable is a transition closure report.

The principal failure occurs when expiry alone delivers a clean separation. Reviewers should connect the evidence to revenue durability, gross margin, cash conversion, renewal probability, switching behaviour, counterparty credit and transaction value; distinguish contractual protection from observed customer behaviour; and test whether the conclusion survives a downside scenario.

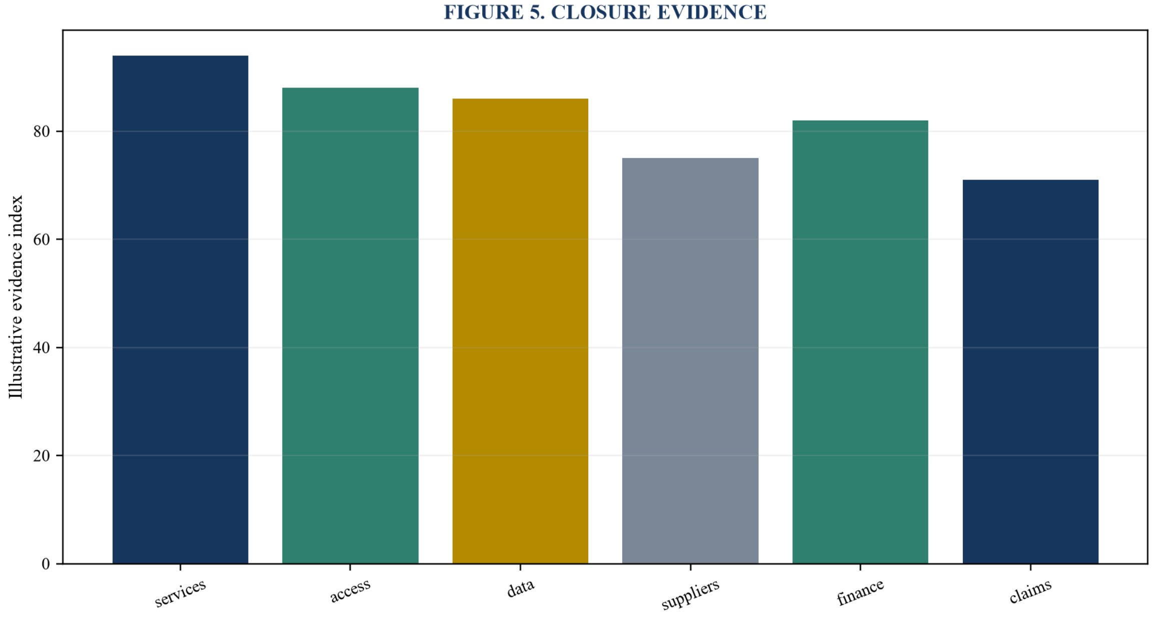
The decision pack for close the tsa should state the commercial question, measurement perimeter, historical evidence, customer-specific facts, forecast logic, sensitivity, management action, buyer implication, residual uncertainty and next gate. Material exceptions should flow into the valuation model, quality-of-earnings work, diligence room, sale-process narrative, transaction protections and board reporting.

Table 5. TSA closure certificate

Area	Closure proof	Residual record
service	all schedules ended	termination log
access	credentials revoked	access report
data	returned or deleted	data certificate
economics	final invoice agreed	settlement record

Illustrative analytical design; company-specific evidence and professional advice govern.

Figure 5. Closure evidence



Values are illustrative evidence indices and require company-specific support.

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Chennakeshav (CK) is a corporate finance and investment banking executive with 25+ years of global experience in deal origination, structuring and execution across M&A, growth capital and corporate strategy. He has led value-creation mandates for founders, corporates and funds — bridging the boardroom view to hands-on execution and close.

His career spans Morgan Stanley, HSBC, Lloyds Banking Group, EWEC, ADQ portfolio companies and Emirates Growth Fund, across TMT, real estate, fintech, deeptech, cleantech, infrastructure and energy. He has partnered with C-suite leaders, private equity and venture funds, sovereign wealth funds and family offices to finance complex fund raises and scale-up ventures, and has led M&A due diligence, post-merger integration and business-transformation initiatives to create value.

At Matchpoint Partners he is Managing Partner, leading the firm's corporate finance, M&A and capital-raising practice. He holds an MBA from London Business School, an engineering degree from VTU and a Master of Laws (LLM, in progress) from UCL London.

An active start-up mentor, CK mentors at Techstars, DIFC FinTech Hive, Startup Grind, Founder Institute and IN5, serves as Entrepreneur Mentor in Residence (EMiR) at London Business School, and judges the Entrepreneurship World Cup.