

# Adobe Commerce upgrade go-lives for a Southeast Asian sports-retail group

Three production upgrades delivered with minimal downtime and signed handovers.

3 sports-retail brands upgraded

Adobe Commerce 2.4.8

zero-downtime cutover

formal UAT across 3 storefronts

3 signed BAST handovers

## CONTEXT

**Three live storefronts were due for platform upgrades.**

A regional retail group operating global footwear and sportswear brands on Adobe Commerce, due for platform upgrades across three storefronts.

## CHALLENGE

**Acceptance and handover mattered as much as the cutover.**

Upgrade live stores with minimal downtime, formal acceptance, and clean handover to the client's BAU team.

## WHAT I DID

**Release governance connected UAT to business-as-usual ownership.**

Ran go-live governance end to end: UAT workbooks, go-live approval workflows, release notes, post-launch monitoring and formal handover (BAST) documents per brand.

## OUTCOME

**Three brands went live with signed operational handovers.**

Three production upgrades delivered with minimal downtime and signed handovers; BAU ticket tracking in place from day one.

## WHAT IT TAUGHT ME

**The handover document is part of the product.**

The handover document is the product. If the client cannot run it without you, you have not finished.



## Aloka K

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## PROGRAMME TIMELINE

01 Upgrade planning

02 Formal UAT

03 Release approval

04 Three cutovers

05 BAST handover

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