

A clearer view of what's next.

Project progress, decisions and the road ahead.

PREPARED FOR

Acme Corporation

DOCUMENT OWNER

Delivery team

2026-09-07

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Executive overview

We’re building a more connected customer experience. This report brings together the work completed, the decisions made, and the priorities shaping our next phase.

A strong foundation for the next chapter

The team has completed discovery and validated the core service journeys. Our focus now moves to implementation, with a shared understanding of success across product, design and engineering.

Workstream	Status	Next milestone
Research & discovery	Complete	Insights shared
Experience design	On track	Prototype approval
Platform engineering	On track	Integration review

What matters this month

- Validate the end-to-end onboarding journey with the client team.
- Confirm data migration ownership and acceptance criteria.
- Align release communications with the operational readiness plan.

The next phase is about turning a shared vision into a dependable, everyday experience.

Source: Executive overview · v3 · Updated 2026-09-07