

A clearer view of what's next.

Project progress, decisions and the road ahead.

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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

Delivery milestones

A coordinated delivery plan keeps every workstream moving toward the same outcome. Dates below are planning assumptions for this demonstration.

The road ahead

Milestone	Owner	Target
Design sign-off	Experience team	18 September
Integration complete	Engineering	2 October
User acceptance	Client team	16 October
Production launch	Delivery lead	30 October

Dependencies to resolve

1. Access to the production-like test environment.
2. Confirmation of the customer data retention policy.
3. Named approvers for each acceptance milestone.

Source: *Delivery milestones · v3 · Updated 2026-09-07*

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Decisions & next steps

Decisions made

We will launch the new onboarding experience as a phased rollout. The first cohort will include existing customers who have opted into the early access program.

Actions for the coming week

- **Client sponsor:** confirm launch communication owners.
- **Delivery lead:** circulate updated acceptance criteria.
- **Engineering:** complete the integration health checks.

Acceptance criteria

All critical journeys pass acceptance testing, monitoring is in place, and the support team has reviewed the handover documentation.

International delivery: č ć š ž đ · Č Ć Š Ž Đ · Примопредаја пројекта.

Source: Decisions & next steps · v3 · Updated 2026-09-07