

# Change a live system

Replace what is broken without making users start again.

## 01 When this fits

A live product needs stabilisation, replatforming or replacement. Its undocumented behaviour still matters to users, and stopping the service or losing parity is not an acceptable migration plan.

## 02 The published route

### Architecture Review, where the boundary is unclear

£12,000 fixed | 2 weeks

### Technical Recovery / Refactor

from £25,000 fixed or £1,400/day | Scoped after review

### Verification Harness, if separately commissioned

£18,000 fixed | 2-4 weeks

Prices exclude VAT. The signed proposal fixes scope and fees.

## 03 What you receive

- An agreed inventory of critical existing behaviours, data, integrations, failure modes and the change boundary.
- A replacement or recovery path tested against that boundary, with comparison checks for the agreed corpus and a documented difference ledger. A general-purpose reusable harness is S8, separately scoped and priced.
- Cutover criteria, monitoring and a tested rollback route until the new path earns retirement of the old one.

## 04 Acceptance

Old and new paths are compared against the agreed recorded corpus. Differences are resolved or explicitly accepted; cutover and rollback are demonstrated. The evidence names what the corpus does not cover.

## 05 Who decides and delivers

You: Provide access to the running system, knowledgeable operators, source and records where held; decide which behaviour must be preserved and who can authorise cutover.

Zero Drift: Recover the behavioural contract, implement behind it, expose divergence before release and retain the test and recovery machinery for later changes.

## 06 Agree before work starts

Production access, data protection, maintenance windows, incumbent-supplier dependencies and cutover authority are agreed before live intervention.

## 07 The honest boundary

Zero differences in a measured corpus does not mean every possible behaviour has been tested. The Ember receipt is evidence of one bounded replacement, not a guarantee for another estate.

## 08 Evidence and next step

[Ember server replacement: result and limits](#)

[Machine-readable release receipt](#)

[Service prices](#)

**Describe the live system and what must not change >**