# Gentle exit

**A controlled disengagement from legacy systems**

**When legacy systems cannot be shut down at once -
and replacing everything at once is not a decision worth making.**

# **Why** is this so hard?

Many municipalities and organisations rely on critical legacy systems whose renewal has been postponed year after year.

The reasons are familiar:

- high costs
- risk of service disruption
- uncertainty about what the system actually does — and how deeply it is embedded

As a result, decisions are delayed, even when everyone agrees that change is inevitable.

**Gentle Exit** offers a controlled, low-risk way forward. Not a full system replacement, but a gradual disengagement — one carefully selected part at a time, tested before committing.

**Digiter**

# What is Gentle Exit

Gentle Exit is an operating model where a legacy system is not replaced at once, but instead:

- one clearly defined part is identified
- its separability is assessed
- the solution is tested in an isolated pilot environment
- decisions are made only after the experiment

*The goal is not a new system, but better decisions before major investments.*

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# Risk-free testing before commitment

- **no service interruptions**
- **no writes to the legacy system**
- **no vendor lock-in**
- **no own IT infrastructure**

*The pilot is limited, time-bound, and easy to stop.*

# Digiter

# Who does what

**Digiter ry is a non-profit organisation acting as a neutral expert.**

## Digiter ry

- helps identify a suitable part of the legacy system for piloting

- assesses detachability, risks, and boundaries

- produces a written expert assessment to support decision-making

- provides a neutral pilot environment for experimentation

*Digiter does not sell software development services and does not act as a system vendor.*

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gentle-exit.digiter.fi

# How the pilot is implemented in practice

The pilot is carried out as a separate experiment, where the selected vendor builds a limited solution in Digiter's neutral pilot environment.

## Vendor

- implements one clearly defined application or function
- reads data from the legacy system via an interface
- makes no changes or write operations to the legacy system
- builds the solution in a separate pilot environment
- is responsible for the technical implementation and functionality

## Pilot

## Digiter

- provides a neutral pilot environment
- ensures the experiment remains limited and risk-free
- documents findings to support decision-making

The pilot does not commit the organisation to further procurement. Its purpose is to demonstrate whether controlled disengagement is technically and operationally feasible.

Gentle Exit

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# Costs and funding

## Designed for grant-funded and development-funded pilots

Gentle Exit is specifically designed for pilots funded through grants and development budgets, where the goal is not immediate procurement, but better decision-making.

### Digiter expert assessment

duration: 2-3 working days
rate: €120 / h + travel costs

includes:
scoping a pilot-suitable system component

assessment of detachability and risks

written expert recommendation to support decision-making

### Cost-efficient piloting

no commitment to dedicated IT infrastructure

the experiment runs in a ready-made pilot environment

costs apply only to the component being tested

nothing is built "just in case"

### Ready environment

pilot environment available without separate investments

continuously available, but isolated from the organisation

limited IT resourcing, only for the duration of the pilot

The assessment serves as the basis for launching a pilot — or as a justified decision not to proceed.

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