OUTSELL PLAYBOOK

OUTSELL JOURNAL - DECISION WORKSHEET

Hosted AI agent migration: an evidence-continuity plan for enterprise buyers

QUESTION

How should SaaS and IT-services teams explain a move from custom agent infrastructure to a hosted runtime without treating platform migration as proof of quality, security or scale?

GUIDE TAKEAWAY

Preserve the product boundary, evaluation set, trace identifiers, security decisions and rollback criteria across the migration. Managed infrastructure changes ownership; it does not transfer responsibility for agent quality or buyer evidence.

START HERE

Define the agent task, consequence and current owners.

YOUR SITUATION

Account or cohort

Decision to make

Starting state and exclusions

Evidence sources, dates, and limitations

Unknowns to validate

WORK THROUGH THE GUIDE

1. Define the agent task, consequence and current owners

Evidence or input

Output or decision

Owner and review point

2. Freeze interfaces, evaluation data and acceptance thresholds

Evidence or input

Output or decision

Owner and review point

3. Map session, network, telemetry and lifecycle changes

Evidence or input

Output or decision

Owner and review point

4. Rehearse migration and rollback on a bounded workload

Evidence or input

Output or decision

Owner and review point

5. Release only with role-owned evidence and dated limits

Evidence or input

Output or decision

Owner and review point

COMPARE THE OPTIONS

Self-managed runtime

Useful when: Custom infrastructure control is essential

Limitation: Team owns scaling, isolation and lifecycle

Suggested action: Document operational capacity and recovery

Why this fits our situation

Evidence needed before acting

Hosted agent runtime

Useful when: Custom code needs managed session infrastructure

Limitation: Platform controls still require configuration

Suggested action: Test versions, networks, sessions and traces

Why this fits our situation

Evidence needed before acting

Prompt-configured agent

Useful when: Task fits supported tools and configuration

Limitation: Less control over custom runtime behavior

Suggested action: Validate tool and governance boundaries

Why this fits our situation

Evidence needed before acting

Deterministic service

Useful when: Workflow is stable and rules are explicit

Limitation: Less flexible for open-ended analysis

Suggested action: Prefer predictable execution where sufficient

Why this fits our situation

Evidence needed before acting

COMMIT TO A BOUNDED NEXT STEP

Chosen action

Responsible owner

Required approval

Success measure and definition

Review date

Continue, revise, or stop criteria

Guide: https://outselll.com/blogs/hosted-agent-migration-evidence-continuity/

Publisher and evidence policy: https://outselll.com/editorial-policy/