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# How Importier's AI Migrated Mantle Shutting-Down in Days Not Weeks

*When its billing platform began winding down, Importier's AI agent planned and ran the critical migration in days, not weeks, with no downtime and an instant undo available throughout.*

**SYDNEY, NSW, 23 JUNE 2026.** When the platform Importier had relied on to run its billing and subscription operations, Mantle, began winding down, the company faced the deadline most software teams dread: replace a core piece of operational plumbing before it goes dark, without disrupting a single paying customer.

Importier completed the critical part of that migration in days rather than weeks, with no downtime, and with an instant undo available the entire time.

The story is less about the vendor leaving and more about how the work was done. Importier is an **AI-Operated Company**, a business in which the day-to-day operational layer is run by AI agents, with the founder acting as conductor and strategic director. The migration was planned and carried out by Importier's AI agent: it read the entire codebase, found every place the old platform was used, built the replacement, tested it, and wrote the plain-English, step-by-step instructions the founder followed to flip the handful of switches only a human can flip.

## **Work out the real problem before you panic**

The first move was not to write code. It was to find out what the departing platform actually did. The instinct on hearing “our billing platform is shutting down” is to brace for a billing migration, the riskiest kind there is. A careful audit showed something far more reassuring. Importier's actual payments run through Shopify's own billing system, so merchants would keep being charged with no change whatsoever. What genuinely needed replacing was much narrower: the part that works out which plan a merchant is on and which features that plan unlocks. Naming the real problem shrank a frightening “billing migration” down to a single manageable job.

## **Build the switch, not the leap**

Rather than swap one system for another in a single risky cutover, Importier put the entire change behind one on/off switch. The new system could be turned on for a single store at a time, checked, and turned off again instantly if anything looked wrong, with no engineering and no waiting, just a setting. Removing the fear of a one-way door is what let the work move quickly.

Before trusting the new system with any real decision, Importier ran it quietly alongside the old one. For a period both systems worked out every answer in parallel, the old platform's answer was still the one that counted, and any difference between the two was recorded and reviewed. Only once the two agreed every single time did the new system take over. That parallel run also surfaced a subtle issue in the way browser security rules interact with apps that run embedded inside the Shopify admin, which the team corrected as part of the move.

## **Never cut a customer off**

The replacement was built with a deliberate bias. If anything ever goes wrong while working out a merchant's plan, it errs on the side of granting access, never wrongly removing it. A momentary glitch can never lock a paying customer out of a feature they pay for. That safety net is what allowed Importier to ship the change without a giant testing gate in front of it.

Throughout, the old platform stayed wired in as an instant fallback, and the replacement was assembled entirely from information Importier already owned rather than a new outside dependency bolted on under time pressure. Nothing was torn out on day one. The old path was retired only after the new one had earned its trust over several days of live use.

“Most teams measure a migration like this in weeks and engineers. We measured it in days, with one conductor. That is what an AI-Operated Company actually means: not AI writing the occasional product description, but AI running real operations, including a high-stakes migration on a hard deadline, while the customer never feels a thing.”

**LEIGH DIPROSE, FOUNDER, IMPORTIER**

## A small playbook other founders can borrow

Importier has distilled the migration into five principles any team facing a vendor change can apply:

- 1 Audit before you assume.** Find out what the vendor really does. The scariest version of the problem is often not the real one.
- 2 Build a switch, not a leap.** Put the change behind an instant on/off so you can move one slice at a time and undo it in a single step.
- 3 Run the new system beside the old before you trust it,** and compare their answers until they always match.
- 4 Fail safe for the customer.** Design the new system so that when something goes wrong it keeps customers in, never locks them out.
- 5 Keep the old safety net until the new one is proven,** then retire it last.

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### ABOUT IMPORTIER

Importier is a Sydney-based software company building agentic AI tools for e-commerce, and an **AI-Operated Company** in which the operational layer is run by AI agents with the founder as conductor. Its Shopify app deploys autonomous AI agents that import products from CSV, Excel, PDF invoices and marketplace URLs, then write descriptions, map variants, enrich product data and resolve Shopify categories, removing the manual data entry that traditionally consumes hours on every product import. Find Importier on the Shopify App Store and at **[www.importier.app](http://www.importier.app)**.

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