

Organizational Change Management Services



**Improving Enterprise and Project ROI
By Focusing on the People Side of Change**



Change Management is a systematic, proactive approach to dealing with change, both from the perspective of an organization & on the individual level.

From an Organizational Perspective...

- Where does the greatest amount of exposure/risk reside to successfully completing this program/project on budget, on time?
- What can be done to mitigate that risk?
- What can be done to keep our employees engaged in this critical initiative until it is completed?
- How will a Change Management program preserve the integrity of the business case? What will it cost us if we don't manage change?

From an Individual Perspective...

- Will I still have a job? Will I receive more or less pay? Will I report to the same Manager? Will my seniority be affected? Will I have to re-locate?
- Will my medical benefits be affected?
- Will my role change? If so, how will my performance in my new role be measured? Will I receive adequate training? In sufficient time?
- What kind of ongoing support and resources will be available to me to ensure I am successful in the long term?
- Who will I contact in order to get specific answers to my questions?



Arguably the most important, but often under-recognized, issue facing companies today is that to successfully run the business they must manage the changes that occur throughout their organization. Change to personnel, systems, processes, assets, etc., is continually occurring throughout an organization; being able to effectively anticipate and manage these changes will both dramatically improve efficiency as well as significantly reduce costs.

Enterprise change management has an impact on virtually every department and line of business within an organization. But it's the rare company that has a comprehensive framework in place to identify, track and control these changes--either because it's failed to recognize the need or, more often, because it's been disillusioned by expensive, inflexible solutions or narrow definitions that obscure the potential of change management.

**"Nothing is particularly hard if you divide it into small jobs."
- Henry Ford -**

Even the most perfectly designed Business Transformation will grind to a halt without successfully addressing the People Side of Change...

- ❑ Approximately 80% of business projects are either unsuccessful or only marginally successful. Of those, approximately 2/3 are unsuccessful due to inadequate Change Management. Formal Change Management is a mandatory component of every successful business initiative.
- ❑ In one example a technical implementation of a full SAP suite, without change management, projected to cost \$37 million and take a year to implement, actually ended up costing \$175 million. After four years, it is still regarded as unsuccessful.”¹
- ❑ Successful business projects involve Change Management from the onset and typically invest 18% to 23% of their total budget to the People Side of Change
- ❑ This Professional Service uses Program Change Management as the catalyst for aligning your organization’s people and culture with regulatory compliance and reporting, customers, process changes, systems changes, business strategy, and organizational structure.
- ❑ This is achieved through Acquired Insights’ formal framework and methodology for building understanding and commitment, the Business Performance Framework. It is used for aligning key organizational elements (structure, roles, skills, etc.) to support the desired change; and enabling continuous performance improvement to sustain the change.



¹ Technocentric Attitude Main Reason for ERP Failure, by Derek Hall, 2003.

Change Management is not just about having the vision to recognize that change impacts assets throughout an organization, it is also about recognizing that it's necessary to predict and manage this change in a consistent manner ...which necessitates the development and implementation of change processes.



In order for your organization to obtain the highest possible ROI for these types of Programs/Projects it is imperative that Change Management programs be initiated early in the project design phase.

The primary components of Change Management include:

- ✓ Understanding Sponsor Expectations & Alignment
- ✓ Program/Project Management Methodology
- ✓ Communications
- ✓ Site & Employee Impact Analysis
- ✓ Business Process Analysis and Re-engineering
- ✓ Organizational Design & Development
- ✓ Learning & Development
- ✓ Help Desk & Post-Implementation Support

If you would like to discuss our Organizational Change Management Services in more detail go to <http://www.aiinc.cloud> or contact us by calling (905) 467-1495, or Toll Free at 1-800-627-4151 or by email at info@aiinc.cloud.