ADVANCED CHANGE MANAGEMENT FOR YOUR TRANSFORMATION PROJECTS

Digital transformation projects **mobilize significant means**, in terms of finances as well as the internal and external resources needed to carry them out
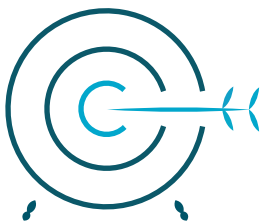
But they also, of course, make it possible to **achieve strategic objectives** and gains that greatly exceed their costs, such as greater productivity, control and agility - all essential in an ever-changing economic, geopolitical and regulatory environment.

These gains, however, are only achieved **if the new processes and tools are adopted!**

It is therefore important to support the project with **training**, but also with good **project communication**, making it possible to share the goals and benefits of the project, and to motivate users. Training and communication must be carried out according to a **carefully prepared Change Management plan** that is defined at the start of the project and extends well beyond the application golive!

Introducing a **culture of continuous improvement**, and positive **adoption of change**, is a task of the utmost importance, that must be done with consistency, and over time.

The Key benefits of Change Management

- **Faster ROI** for your software projects
- Improved **operational performance**
- Shared vision and **clear strategy** across the company
- **Stronger confidence** of stakeholders and users
- **Increased adoption** and commitment
- Easier **onboarding of new users**

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A MATURE METHODOLOGY
TO DRIVE CHANGE ADOPTION

Impact studies

Identify and map impacts on processes, tools and users. Clarify goals and **quantify needs** for training and communication.

Change strategy

Define a **communication, training and support strategy**, and prepare the **planning and materials**.

Training & communication

Deploy and follow-up **actions** to secure the highest **user adoption** and **satisfaction**, while monitoring **success indicators**.

Capitalization

Anchor new processes and **celebrate** gains. Continue to monitor success and **promote agility** in the company culture.

The Golden Rules of efficient Change Management

Build a community consisting of **sponsors**, **key users** and **ambassadors**, who will foster change and support users throughout the project.

Monitor KPIs and set up **feedback loops** that will bolster continuous improvement and help you adjust change management and user support procedures.

Communicate early and frequently, through channels precisely targeting **intended audiences** and giving your project a strong and **impactful identity**.

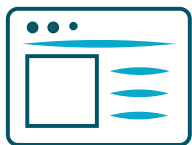## Training and communication channels

Live Training

Seminars & Events

Self-training Videos

Digital Adoption Platforms (DAP)

Project Websites

Newsletters

User Groups

Internal Social Networks

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