CASE STUDY

Org. Change Management for Information Management Solution Deployment

CLIENT: MAJOR GLOBAL ENERGY COMPANY

Improved ability to manage data, deliver information, collaboration, decision quality, and provide key business insights that create a competitive...



WHAT YOU WILL READ

The challenge · The outcomes · How we did it · Competencies applied

THE CHALLENGE

- A leading Energy company was configuring and deploying a SharePoint based Information Management system and the associated new business processes to all Strategic Business Units worldwide
- The OCM objective was to support the design, testing, and deployment of the global solution and ensure
- full adoption in all locations.
- Disparate locations around the world
- Alignment of the technology, leadership, organizational capabilities, and new ways of working
- Very aggressive global deployment schedule
- Well entrenched legacy systems and processes

THE OUTCOMES

- Improved ability to manage data, deliver information, collaboration, decision quality, and provide key business insights that create a competitive advantage
- An estimated savings of over $142 million dollars for the business

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HOW WE DID IT

- Deep engagement with stakeholders to ensure the solution is aligned with business processes, business needs, and corporate strategy.
- Provide standard OCM activities during deployment and then provided "Hyper Care" to drive OCM accelerate adoption until business value is fully realized.
- Identified and leveraged internal team experience to drive continuous improvement.
- Identified adoption measurement criteria and targets from the project's objectives, applied a monetary value to the level of adoption, and measured over time to ensure full adoption within each Business Unit.
- Assembled and deployed a coordinated team across each geographic deployment areas to minimize travel time and expenses, yet maximize project knowledge, and maintain business continuity.
- Provided foundational Organizational Capability level, assessed individual OC, identified gaps and action items, and monitored OC over time to ensure individuals obtained the knowledge needed to be successful.

COMPETENCIES APPLIED

Organizational Change Management **Organizational Design and Capability**

Information Management **Process Optimization**

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DISCUSS A SIMILAR CHALLENGE: INFO@BOXLEYGROUP.COM