

Are you prepared for this?

Enterprise software implementation is more than just software. We can help.

Implementing an OnBase solution is more than just a technology project. When implementing any solution there will be functional day-to-day changes in individual roles, processes and technology being used. It's important to understand that even small adjustments can have a big impact on employee happiness and user adoption.

Having a structured approach to manage change is proven to dramatically increase overall project success, user adoption and achieving desired business outcomes. Ours is built on a four tier framework, scalable based on your needs.

1 ALIGNMENT

Leadership and stakeholder alignment ensure buy-in from the top down. This is especially useful when organizations have difficulty aligning leaders and stakeholders with the new vision and the subsequent changes with OnBase.

Our consultants ensure that people with authority, power and influence visibly lead the change, and motivate others for success of the project implementation.

Key Deliverables

- Leadership and stakeholder assessment
- Project Plan/Charter

Ideal For....

- Organizations needing to align leadership to OnBase changes
- Organizations who need to coach & motivate stakeholders to accept the change

2 RISK & IMPACT MANAGEMENT

The risk and impact management tier of the service identifies the risks for implementing a solution and measures the impact and probability of such risks.

This better equips organizations with strategies to mitigate risks and develop formal management plans. Risks may be linked directly to organizational culture, geography, technology comfort levels, tenure, individuals' changes in roles or responsibilities, and desire to participate in support of the change.

Key Deliverable

- Change Readiness Assessment
- Change Readiness Survey

Ideal For....

- Organizations who need to assess current people, process and technology capabilities
- Closing the gap between "legacy" processes and preparing users for the future state

3 COMMUNICATIONS PLANNING

This tier provides compelling communications to engage employees, managers, leaders and external stakeholders in the OnBase business change effort. This keeps employees informed of what is changing and why changes are being made. It helps to build awareness and allow users to be engaged. It also ensures that all impacted stakeholders understand the case for change and the business benefits associated, including how and when they will be involved in project activities.


Key Deliverable

- Communication Plan
- Communication Tracker

Ideal For....

- Delivering consistent and compelling messaging
- Advertising and advocating for the support of a project or program

[Next Page »](#)



Change Management increases likelihood of adoption and successful project outcomes.

Data shows successfully delivered change management can significantly increase the success rate of meeting project objectives. Ignoring this side of any project is a risk in itself.

Worse-case scenario; you do nothing to address change management. You deliver a project or solution – and thereafter you are subject to additional costs associated with redesign, rework, resetting expectations and/or even abandoning a project regardless of how amazing the configuration and final product is.

4 CUSTOMIZED TRAINING & FACILITATION

Providing the proper tools and training to help end users operate successfully in the new environment is absolutely critical. Without supporting training material employees immediately can lose faith in the overall project or software solution. Even traditional methods of “one size fits all” product briefings or reference guides often do not offer enough solution-specific detail unique to your business process or culture.

This is where our customized training proves immensely valuable. It often includes custom tutorials using your specific business applications, documents/content, and configured software solutions. We provide this material numerous ways, depending upon your needs and training preferences. From live, instructor-led facilitation, to video recordings and step-by-step walk-throughs, to train-the-trainer, and more.

Key Deliverables

- Facilitation of onsite or remote training
- Custom solution reference guides

Ideal For....

- Desiring customized, repeatable and scalable training for end-users
- Creating an internal library of content for re-use and widespread training application

Learn more at OnBase.com/ESG »

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