

Change Enablement

Achieve technical and business success

Digital transformation has moved beyond being a buzzword and is now essential to stay competitive in today's climate. While digital transformation projects can revolutionize the way organizations operate, change in and of itself is not valuable. True value is only achieved once people and processes evolve along with the technology.

Poorly handled transitions can create stumbling blocks to user adoption, people-dependent ROI, and the ultimate success of a project. Preparing for change and building the right competencies ensure your project yields the most benefits and better meets your business objectives.



Organizational Readiness

To help client teams properly prepare to transition to their envisioned future state, Hitachi Solutions has developed three unique change enablement service offerings. Leveraging a best-practices change approach adapted from Prosci's ADKAR® methodology, our services go beyond just learning and adopting new technology, they teach how to adjust to the new way of doing business as well. Research has shown that when well executed, change enablement has the power to mitigate resistance, speed user adoption, embed internal competencies, and enhance strategic value and ROI.



The Value

- Drive more successful change
- Reduce resistance and negativity
- Amplify value and benefits
- Improve organizational change competency



The Proof

- Research-based, best-practices approach and methodologies
- Right-sized, customized services
- Experienced and certified change management practitioners



The Outcomes

- Implement change, not just install technology
- Increase project success metrics
- Reduce risk and achieve faster time to value

Why Act?

- Digital transformation brings about changes to the way people work, increasing the people-dependent portion of the project ROI.
- We go beyond just installing new technology — we help your organization navigate process and technology changes that improve the way you do business and deliver more impactful results.
- We take a practical and structured approach built on our experience and expertise and incorporate research-based, industry best practices such as Prosci's ADKAR adapted models.
- We transfer valuable knowledge and advice that increases internal change management capabilities and competencies for future projects.

Hitachi Solutions Advantage

We have been implementing digital transformation solutions for more than 15 years and bring our experience and expertise to every project. The Hitachi Solutions difference includes:

- Strategic partnership with project team
- Deep understanding of organizations and the people side of change initiatives
- Ability to capture and articulate the WIIFM (What's In It for Me)

Change Enablement Services

Led by experienced and certified change enablement practitioners, our change enablement services drive more successful projects, develop leadership competencies for enabling change, and enhance strategic capabilities for increasing responsiveness. Service offers include:

- **Organizational Change Assessment**

The Organizational Change Assessment is the foundation for all our change services. It is designed to evaluate organizational readiness, risks for the change, and impacts to employees. Assessment findings are used to develop a best-practices approach to lead your employees through the transition and into the envisioned future state of the organization.

- **Adoption Readiness**

Adoption Readiness includes the organizational assessment and best-practice approach, as well as a detailed training plan, communications plan, and sponsorship roadmap. Adoption Readiness is not a one-size-fits-all solution, but is tailored for the unique needs of your organization and includes specific plans to enable a successful transition.

- **Change Advisory Services**

Beyond the assessment and readiness benefits, Change Advisory Services focus on reinforcement and sustainability. An experienced and certified change practitioner will be embedded into the team throughout the life of the project to execute change plans and guide leadership teams and stakeholders through complex changes — to improve performance and accelerate your change success.



Alternate Solution Starting Points

Here are some other ways for you to expand your digital transformation efforts:

CHANGE ENABLEMENT **Digital Compass Workshop**

Our 2-3 day workshop provides you an introduction and overview of the cloud, ways to prepare, and the many business benefits by taking this first step.

CHANGE ENABLEMENT **Client Readiness Training**

Two hour-long workshop sessions designed to educate, prepare, and equip client stakeholders to be part of an engaged, collaborative, and successful agile team.

70%

of change programs fail to achieve their goals, in large part due to employee resistance

Did you Know?

Prosci research has found projects with excellent change management are **6 times more likely** to meet objectives such as faster user adoption, minimal resistance, and increased strategic value and ROI.

Our Competitive Edge

- Our change enablement practice was developed out of the lessons learned and best practices gained from working with thousands of clients in many industries
- We talk the talk and walk the walk — embedding innovation, collaboration, and agile principles in everything we do
- Our change enablement team is experienced, certified, and skilled — providing you with instant access to a vast and knowledgeable network of resources
- We are a long-standing Gold-certified Microsoft partner and CSP and have deep technical knowledge and industry expertise

As part of the 110-year-old Hitachi Ltd. family, we uphold its legacy of quality, integrity, and excellence. This strong foundation allows us to build trust with our clients, attract the best and brightest people, and create a culture rich in innovation. Through industry-first cloud solutions, we help organizations everywhere to be better every day.