Holistic solution for Change Management

Transform your business to help ensure success

Highlights

- Collaborate to achieve a strategic plan and then to deploy a holistic solution

- Focus on the integration of process improvement, organizational optimization and technology utilization

- Scale for successful future growth

- Provide in-depth and detailed training for that allows for easier and faster deployment

Implementation service providers play a very important role in helping companies realize the value Workday Change Management solutions. IBM® Workday Consulting Services takes this role seriously and helps organizations like yours transform your business to help ensure that you achieve success across your organization.

Our approach is to collaborate on a strategic plan and then to implement a holistic solution—always considering the interdependencies of business processes, organizational capabilities and technologies. We take a practical approach to business transformation, focusing on the integration of process improvement, organizational optimization and technology utilization. In order to derive maximum value from these factors, they must be integrated and aligned with your organization's strategy and mission.

IBM Workday Consulting Services helps your organization transform its business, navigate change and achieve long term success. Our approach is to collaborate on a strategic plan and then to deploy a holistic solution—always considering the interdependencies of business processes, organizational capabilities and technologies.

Our change management model has been developed based on three core principles:

Preparing for change:
- Define the degree of change
- Identify stakeholders impacted by change
- Develop the sponsorship model
- Develop the change management plan

Managing change:
- Define change activities and event and tie into the culture of the organization
- Develop the communication plan
- Identify change champions who will reach out to the local stakeholders
- Execute on change activities

Reinforcing change:
- Collect and analyze stakeholder feedback
- Assess effectiveness of change programs
- Diagnose gaps of manage resistance
- Implement corrective actions

Organizational change

Our approach to organizational change takes advantage of established Workday best practices to transform HR service delivery, while invoking technology-oriented change management principles to ensure adoption. This is accomplished through four Organizational Change work streams:

Planning phase—Lay the foundation for the Organizational Change plan to be incorporated into the master project implementation plan.

Process transformation phase—Facilitate process design sessions to understand and document key process changes in the future state. Realizing the potential for resistance to a global standardized process model, a process is established with design guidelines and objectives to ensure standardization, while also identifying specific country, cultural and legislative requirements, where necessary.

Assess business priorities and objectives—Conduct initial meetings with key business stakeholders to gain an understanding of the strategic and operational needs and the business drivers that might impact the project and long-term objectives. Identify business sponsors and establish the sponsorship model and roles going forward.

Stakeholder readiness and assessment—After the change management plan has been approved, the Workday practice monitors the effectiveness of the change and communication events to ensure the workforce moves along the change continuum toward adoption of Workday.

Training

Training users of all levels is essential to the success of the implementation effort. Users must have resources available to understand how the system performs and how to interact with the system, as well as understanding their role within the system. Our unique approach to process flows—customized training that it is specific to the client's desired procedural environment—helps ensure that trainees not only learn the new technology, but also learn about any other associated process changes relative to their organizational environment. IBM and Workday provide organizations with deep experience and best practices to achieve measurable ROI and to help ensure that you achieve success across the organization.

For more information

To learn more about this offering from IBM Global Business Services, contact your IBM sales representative or visit **ibm.com**/gbs/workday.

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