

Business Change for global digital transformation

We drove engagement and adoption through core change activities

Challenge	Solution	Success
<ul style="list-style-type: none">• Our client had to transform their 24/7 public facing services through investment in upgrading digital services, replacing legacy custom-built case management systems and business intelligence platforms.• The client's five-year digital, data and technology transformation programme impacted over 1000+ staff globally, to provide resilient and personalised support to citizens globally.• This programme faced multiple challenges, of which change fatigue, staff working in high pressure environments across crises in multiple time zones, low digital literacy, and resource gaps were some of the key ones NTT DATA had to support the client to address.	<ul style="list-style-type: none">• NTT DATA enabled this client to prepare 1000+ staff globally to adopt new digital tools and change their ways of working by setting the change vision, the change narrative and build the Programme brand.• NTT DATA applied its business change and adoption framework to equip and support this client, and its staff, to realise the benefits of this transformational initiative.• Our framework has guided the business from setting the change vision, assessing the impacts and building the change plan alongside the agile delivery.• We established an active Super User community making up 10% of the workforce to communicate with peers, share feedback, review training content and participate in User Acceptance.• Designed implemented bespoke CRM training programme, and built adoption dashboard to monitor progress and enable any required adjustments.	<ul style="list-style-type: none">• 95% users adopted new system with active use within the first 3 months.• Readiness score of 4.2/5 achieved in readiness surveys.• 100+ Super User community established to act as global extension of central change team.• 40 staff, from across the world, attended global "Influencers Event", for early prototype show & tells session, with further additional sessions to drive business-wide awareness of the project.• 30 users' early access to new system through "Playing Field" approach, resulting in 300+ observations raised, triaged and leading to improved solution.• Bespoke training programme developed, combining live webinars and self-service video content.• Dashboard to track core adoption and usage KPIs to track progress through the roll-out implemented.• 12+ countries visited to provide bespoke engagement events.

Client Success Story:

Diplomatic and consular affairs organisation

- **Strategise**
- **Implement**

Services Delivered:

- Change & Adoption vision & Plans
- Stakeholder Analysis and Management Plans
- Communications and Engagement Plans
- Super User Community set-up
- Training Strategy and Plan
- Bespoke training content programme

Memorable Milestone:

NTT DATA played a key role in define, design, roll-out and enable sustaining change and adoption activities, in one of the smoothest IT roll-out the client's experienced.

This enabled the client to successfully launch a new global-wide system to support staff and citizens, modernise the service, and deliver significant benefits over time.

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