OCM for Managed Services Transition

An integrated Organizational Change Management (OCM) program delivered improvements in business operations, accelerated the adoption of new technology, and established critical workforce capabilities.

Challenge

A global manufacturing organization was undergoing a divestiture from its parent company and transitioning key IT services for its ~7,500 staff members across Europe, Latin America and North America.

- All IT systems were managed and supported by former parent company
- Multiple systems of record had lead to reporting obstacles and limited visibility to information
- Considerable time and costs were associated with inefficient operations and processes which conflicted with the client's digital strategy

The Challenge: Enable the organization to complete the divestiture on time, in a cost effective, responsible and secure way. Prepare users and IT teams for critical technology changes in support of a successful IT managed services transition.

Solution

NTT DATA designed a comprehensive OCM strategy to analyze the organization's current state and implemented tailored action plans for the client to achieve their strategic objectives.

- Conducted OCM leadership alignment sessions to confirm plans and set program KPIs
- Collected change data and completed stakeholder and change impact analysis to gain a holistic understanding of organization-specific change requirements
- Designed and implemented change interventions and milestones that met employees where they were and supported them effectively through the IT transition
- Created and implemented an Engagement Schedule that drove accountability across the organization to provide users with the right information in a timely manner
- Utilized NTT's innovative dashboards to track and manage comprehensive workplans to confirm timelines were met and accountability was established
- Established stakeholder support across the organization by forming a change agent network to share and gather essential feedback, risks and issues

Success

- **Streamlined support:** Supported the integration of ITSM platform to standardize support processes for IT and business end users
- **Enhanced user experience:** Enabled consistent, clear communications from the Service Desk during the end-to-end issue resolution process
- **Risk mitigation:** Comprehensive transition and Organizational Change Management processes adequately prepared the organization and mitigated issues and concerns
- Accelerated migration roadmap timeline leading to cost avoidance **savings of ~$1M**
- Provided additional IT support for client's evolving needs beyond initial contracts

Client Success Story:

Global Manufacturing Organization
- Strategy Planning
- Implementation
- Driving Adoption

Services Delivered:
- OCM Strategy
- Leadership Alignment Sessions
- Stakeholder Analysis & Surveys
- Change Impact Analysis
- Change Intervention Design & Implementation
- Engagement Schedule Design & Management
- Training Workshops & Support Materials
- Sustainment and Transition Plans

Memorable Milestone:
Data-driven OCM strategies and robust management of plans helped to accelerate the timing of the divestiture resulting in ~$1MM cost savings for the client.

This program was awarded NTT DATA's President Award in FY22