



Organizational Change Management delivered efficiencies, accelerated use of new technology, critical workforce capabilities

Business need

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. We were tasked with enabling the organization to complete the divestiture on time, in a cost effective, responsible and secure way.

Solution

We designed a comprehensive OCM strategy to analyze the current state and implemented tailored action plans for the client to achieve their strategic objectives. Collected change data and completed stakeholder and change impact analysis across **23 workstreams** to gain an understanding of organization-specific change requirements. Designed and implemented **40 change interventions** that supported employees effectively through the IT transition.

Outcome

- Successful Change Management and user adoption enabled NTT DATA to provide additional IT support for client's evolving needs beyond initial contracts

✓ **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

✓ **Streamlined support:**
Supported the integration of ITSM platform to standardize support processes for IT and business end users

✓ Accelerated migration roadmap timeline leading to cost avoidance **savings of ~\$1M**

Wow, what a great way of managing our data! Client OCM Lead

We did it!!! Thanks for being a great team! So proud of what we accomplished together!!!!

Client OCM Lead

“ *We couldn't have done this without you! Client OCM Lead*

It's been great teamwork! Not sure I could have learned so quickly without your support!

Client OCT Team Member

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

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.

- Created content for leaders to leverage for **10 company wide engagement activities**
- Collected change data and completed stakeholder and change impact analysis across **23 workstreams** to gain a holistic understanding of organization-specific change requirements
- Designed and implemented **40 change interventions** and milestones that met employees where they were and supported them effectively through the IT transition
- Developed Engagement Schedule including **131 communication artifacts** and **39 engagements** that drove accountability across the organization to provide **7,500 end users** with the right information in a timely manner
- Established stakeholder support across the organization by forming a **change agent network of 8** 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**
- Successful Change Management and user adoption enabled NTT DATA to provide 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

Client Testimonials:

"Wow, what a great way of managing our data!"
Client OCM Lead

"We did it!!! Thanks for being a great team! So proud of what we accomplished together!!!!!"

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