



*case study*

## **CHANGE MANAGEMENT**

### **CLIENT:**

Global Telecommunications Equipment Provider

### **BUSINESS CHALLENGE:**

Project teams were located world-wide, performing tasks on multiple platforms. Management needed to compare or view all projects on a single platform for portfolio analysis and project ROI. Proprietary software on an Oracle platform was purchased, but there were no initiatives in place to effectively integrate the software into the organizational culture and operations.

### **BKW APPROACH:**

- Develop an understanding of the client's world-wide dynamics and culture to assess the change initiative
- Perform a comparative modeling assessment of new software to the current operational state, and identify key training points
- Develop and communicate a change strategy that will engage the staff on how to utilize the new software while using their current expertise to drive a successful change initiative

### **RESULTS:**

- Delivered training material and exercises to operational teams in Europe, Middle East, Asia and Africa, coordinated with the US HQ teams
- Executed the delivery of training on new software utilization to regional staff through the use of presentation, and online tools
- Successfully integrated new software into the day to day operations of regional teams