

THE PEOPLE SIDE OF TECHNOLOGY PROJECTS

Realizing the true benefits of new technology can only happen if your people are engaged in the change, and have the knowledge and ability to use the new system to its fullest potential.

Maximize your ROI with change management services from Vision2Voice Communications.

Facts:

- 70% of change projects fail
- **But** initiatives with change management are six times more likely to meet objectives
- 38% say that change resistance resulted in schedule overruns and 36% reported operational disruptions of a month or more
- **Yet** 54% of organizations allocate 25% or less of their budget to change management

We ensure transformation projects realize their full potential by managing the people side of change. Whether you are introducing new technology, changing business processes, or orchestrating a large-scale transformation, we make sure people adopt the new processes and behaviours quickly to deliver results and benefits -- on time and on budget.

Our process produces results:

- Understand the barriers to change with a readiness assessment
- Drive awareness with communications strategies
- Accelerate desire with leadership support strategies, and coaching and tools for managers
- Advance knowledge and ability with training to address gaps in skills and abilities
- Reinforce change by diagnosing gaps, managing resistance and celebrating success
- Build a flexible change ready organization

When change is poorly managed, there are real costs to an organization — lost productivity, unhappy customers and suppliers, quality issues, and change resistance and fatigue.

OUR ERP EXPERIENCE

| Client | Project | Value | Years |
|---|--|---------------------------|-----------|
| Department of National Defence (Finance) | Major SAP releases and business transformation | \$14 million | 2 |
| Public Service and Procurement Canada | Pension Modernization Initiative | \$400 million ERP project | 3 |
| RCMP | PeopleSoft Upgrade Project | \$140 million | 2 |
| Department of National Defence | PeopleSoft Upgrade and Business Transformation | \$45 million | 3 |
| Total | | \$599 million | 10 |

OTHER CHANGE MANAGEMENT EXPERIENCE

| | Total Projects | Highlights |
|--------------------------|----------------|--|
| Mergers and Acquisitions | 4 | <ul style="list-style-type: none"> Member of the acquisition team Launch of new HR programs |
| Business Transformation | 15 | <ul style="list-style-type: none"> Major organizational restructuring Downsizing Executive/leadership changes Culture change Major business process changes Marketing and customer relationship changes New vision and strategy |

WE ALSO HAVE...

- Over 20 years of change management experience
- PROSCI change certification
- Training, learning and development expertise