UP3 | servicenow

servicenow PREMIER Partner — Consulting & Implementation

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# Business Change Excellence

*Manage change, maximise ROI.*

## The only constant in today's digital world is change.

You've implemented the best in class technology, you have the backing of your C-suite, your baseline data, your desired outcomes and a crack project team managing the implementation, which was in scope, time and budget. The result? Your employees are resistant to the change, they are anxious and avoiding using the solution, destroying your chance of ROI and your baseline metrics are worse than when you started.

**Why? The management of the business change was ineffective!**

### UP3's Business Change as a Service is the solution

We combine knowledge of the technology with expert skills in change management to implement an actionable plan to guarantee success.

### It's never too late to start

Whether you are just embarking on your digitalisation project, or you have implemented one that has limited success, we will tailor our approach to suit your situation and your business needs.

## How do we do it?

Our team of business change management experts follow a proven three stage approach tailored to each customer's individual need.

**01**

### Understand and prepare

Develop a change strategy

Establish the best approach

Assign necessary change roles

Initiate early communications

**02**

### Plan and act

Create clear, actionable plans

Plan and deliver communication and training

Start implementation of change

**03**

### Embed and sustain

Embed active adoption

Change support (hypercare)

Measure success and establish evidence

Additional communication and training

## Proven outcomes

- Less disruption to business operations
- Reduced licensed backlog
- Enhanced employee well-being during transition
- Increased benefits realisation
- Measurable success and visibility of ROI
- Sustainability of results
- Employees that understand the change and feel empowered