

# Business Change Integration

Accelerate adoption of organisational  
change and drive transformation  
project success



Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organisational success and outcomes.

Change is taking place in your organisation every day with new projects and initiatives to improve performance, increase profits, and enhance your competitive advantage. You could be implementing technology to enable a more mobile workforce, re-engineering a process to ensure regulatory compliance, or pursuing an enterprise-wide transformation around customer experience. In all of these changes, people are the common denominator for achieving intended outcomes - which is why you need change management.

## Common Challenges

<b>01</b> Employees are suffering from change burnout, largely due to COVID-19	<b>02</b> Increasing requirement for managing change remotely	<b>03</b> Emerging technologies have acted as a change catalyst
<b>04</b> Organisations are facing growing digital disruption	<b>05</b> COVID-19 has dramatically increased the rate of business transformation activities	<b>05</b> Heightened expectations of the 'employee experience'

*"The amount of change employees can absorb without fatigue – negative reactions to change such as burnout, frustration, or apathy – has plummeted at a time when more change is precisely what organisations need in order to reset," - Jessica Knight, Vice President - HR, Gartner*

# Service Overview

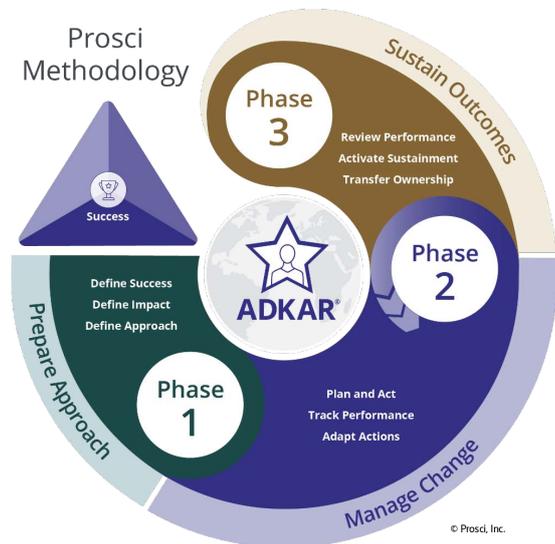
NEC's Business Change Integration (BCI) services focus on maximising ROI from your NEC engagement by providing end-to-end change management strategy, planning and delivery services. We assist you to effectively adopt change to minimise project risk and drive organisational success.

Our service presents a Change Integration framework supported by Prosci's® globally recognised Change Management process, differentiated by NEC's unique assessment of the 13 Elements of Change. The Prosci 3-Phase methodology is a global Change Management standard that focusses on the people-side of change.

We take this framework and build it out to ensure all 13 Elements of Change are analysed from the outset to assess the impact and action required. This Change Impact Analysis may then be used to develop a comprehensive Change Strategy and/or full project lifecycle Business Change Integration engagement with NEC.

Our service focusses on measurable improvement in the solution related business performance and is easily scaled to ensure the right fit for your project, industry and region. This comprehensive and effective framework promotes stakeholder buy in and acceptance, maximises ROI for your NEC engagement and ensures the experience of change is positive and consistent with your organisation's values and culture.

## Prosci Methodology



# Features and Benefits

## Improve Return on Investment (ROI)

Faster speed of adoption, higher ultimate utilisation, and higher proficiency are unique to your particular change but universal in terms of impacting project ROI.

## Cost avoidance

Poorly managing change is costly to the project and the organisation. In addition to the extra costs of fixing the people-side issues, the organisation fails to derive the value it needs from the project in the first place.

## Risk mitigation

Individuals, the project and the organisation are all at risk when change is poorly managed. The people-side risk should be reviewed alongside other risks, such as financial, technology, schedule and dependency risks.

## Benefits realisation insurance

Much of the expected value from the most strategic changes in an organisation is tied to how people do their jobs. Applying a structured change management approach is like taking out an insurance policy against the goals and objectives of the project.

## Increased probability of meeting objectives

Data shows that projects with effective Change Management in place are more likely to meet objectives, stay on schedule, and stay on budget. Change Management increases the probability of meeting objectives.

## Addresses 13 Elements of Change

The solution is differentiated by NEC's unique assessment of the 13 Elements of Change.

## Best practice framework

The solution presents a Change Integration framework supported by Prosci's globally recognised Change Management process, which includes templates, tool and resources.

## Flexible engagement model

Flexible 3-tiered service model, focusing on measurable improvement in the solution related business performance and easily scales to ensure the right fit for your project.



Service

Model

### Essentials

A comprehensive Change Impact Assessment Analysis and Report, which includes visual representation of the impact on NEC's 13 Elements of Change in a Change Impact Dashboard. You may use this to create your own Change Management Strategy or continue the engage NEC to progress to strategy development and/or execution.

#### Output

- Change Impact Assessment Report & Dashboard

### Standard

This includes all activities from the Essential offering, plus the development of a comprehensive change strategy that you can use to develop and execute change activities internally.

#### Output

- Change Impact Assessment Report & Dashboard
- Change Management Strategy

### Premium

This includes all activities from the Essential and Standard offerings, plus a detailed Change Impact Assessment and strategy, planning, management and execution of change activities including training, communications and knowledge transfer at project close.

#### Output

- Change Impact Assessment Report & Dashboard
- Change Management Strategy
- Master Change Management Plan & end-to-end delivery of change management activities
- Change Management Closeout

# Orchestrating a brighter world

## Why NEC?

NEC is a XaaS company, which leverages our Business and Technology Advisory services to provide a business centric approach to delivering innovative, unique and successful services.

Regarded by our customers as a safe pair of hands, NEC strives to maintain high ethical standards, create products and services that provide value to our customers, and become a trusted company by all stakeholders.

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- ✓ Prosci Certified Practitioner provided
  - ✓ People-centric model that spans the entire project lifecycle
  - ✓ Concentrates on key business drivers and outcomes
  - ✓ Best-practice Change Management on all proposals
  - ✓ Globally recognised framework combined with NEC's unique 13 Elements of Change model
  - ✓ Flexible pricing options
  - ✓ Actively engaging with stakeholders at all levels
  - ✓ Working alongside your business to support Organisational Change
  - ✓ Transparent and open communication to gain and maintain trust
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For more information on our **Business Change Integration:**

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