



Questions for Organizational Change Management:

- How do you maximize ROI?
- How do you ensure the change “sticks” and minimize the natural instinct of returning to “the way we have always done things?”
- How do you implement a holistic solution that includes process and organizational considerations, instead of simply automating the current environment?
- How do you ensure the active leadership involvement critical to project success?
- How do you minimize the business risk while maximizing the benefit of the change?



Solution Overview: Organizational Change Management

STRATEGY and BUSINESS IMPROVEMENT

Business Need

The enormous costs associated with implementing change make failure an unthinkable result. However, at the end of the day, too many organizations report their change effort was less than successful. Hitachi Consulting's Organizational Change Management (OCM) solution utilizes a tactical methodology and tool set to help you avoid common pitfalls associated with change:

- The ROI and/or stated benefits were never realized
- The new processes or system were only adopted by a small portion of the organization
- When the project went live, critical business systems halted, causing loss of revenue, increased costs, dissatisfied customers and frustrated employees
- The project has been attempted more than once; ran over budget and was late; or was never completed

The root cause of many of the above pitfalls is organizational resistance. A recent Change Management Best Practices study* indicates the top five obstacles to successful projects are:

1. Employee resistance at all levels
2. Middle-management resistance
3. Poor executive sponsorship
4. Limited time, budget and resources
5. Corporate inertia and politics

The key to project success is effectively managing the organizational change during the project.

**Research conducted by Prosci – a leader in Organizational Change Management research.*

Value Delivered

Hitachi Consulting's OCM solution identifies and minimizes the “people issues” and risks associated with the implementation of system, process, and organizational transformation. A comprehensive and structured approach to implementing change is critical to project success.



The implementation of an effective OCM program minimizes the disruptive impact of the change, the dip in production that occurs with any change initiative, and accelerates and maximizes the level of acceptance and resulting performance after the change. Organizational Change Management is critical to maximizing project success.

“Organizational change management provides high value when strategically applied, but can be a hard sell due to its intangible nature. OCM efforts are rarely undertaken with zeal, but when successfully executed, it is frequently acknowledged as a key contributor to driving value out of an initiative.” *Tamra Chandler, Managing VP of Solutions & People, Hitachi Consulting*

Solution Overview: Organizational Change Management

Our Approach

Hitachi Consulting's Organizational Change Management approach assesses, designs, communicates and implements change strategies that manage the individual and organizational transitions required to accelerate and sustain large-scale change.

Our Adoption Accelerators

Hitachi Consulting has established a set of best practices around Organizational Change Management. Based on more than 15 years of direct implementation experience, our adoption accelerators directly align with our approach. Our best practices and wall-to-wall approach are common across industries, organizational size and cultures.



Organizational Landscape

The **Organizational Landscape** discipline analyzes the current organizational environment, develops the appropriate Change Management approach, and builds the infrastructure for sustainable change.



Leadership & Stakeholder Commitment

The **Leadership and Stakeholder Commitment** discipline coaches organization leadership to actively lead the transition, arming leaders with the necessary resources to guide their teams through individual and organizational transitions.



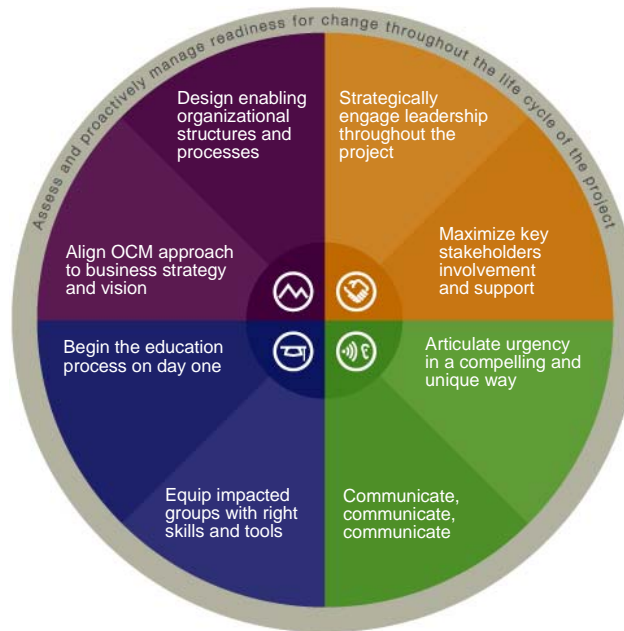
Communication

The **Communication** discipline delivers the right message to the right person at the right time. It aligns the project strategy with that of the overall organization and provides a compelling message to guide the organization through the change.



Learning

The **Learning** discipline educates the organization on new processes and technologies throughout the project lifecycle. It develops the knowledge, skills, and behavior necessary to enable individuals to successfully perform in the future state.



About Hitachi Consulting

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies across many industries. We leverage decades of business process, vertical industry, and leading-edge technology experience to understand each company's unique business needs. From business strategy development through application deployment, our consultants are committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

Hitachi Consulting's client base includes nearly 30 percent of the Fortune 100 as well as many leading mid-market companies. We offer a client-focused, collaborative approach and transfer knowledge to our clients throughout each engagement. For more information, call 877-664-0010 or visit www.hitachiconsulting.com

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