

Case Study

Leading Global Telecommunications Provider

Business Intelligence and Data Warehouse Transformation



Overview

Designed and delivered an Organizational Change Management (OCM) and Organizational Strategy & Design (OS&D) Solution to support a multi-year, multi-phase \$340+ million dollar Business Intelligence (BI) Transformation and custom-designed portal potentially impacting up to 20,000 end users.

Business Challenge

The business is unable to access all of the intelligence needed to effectively address opportunities due to the current data sourcing and siloed management approach. A comprehensive OCM and OS&D solution was necessary to maximize adoption of the BI Solution through the application of leadership engagement, stakeholder management, communication, user training and adoption, all building to a sustainable organization

The Solution

Deliver OCM and OS&D Solution to accomplish these strategic initiatives:

- **Adoption:** Engage users early and maintain momentum; leverage subject matter experts (SMEs) from the business units in communication, training, adoption and support activities

- **Utilization:** Demonstrate evolution of solution capabilities; personalize experience (e.g., personas); align incentives and individual performance measures, to drive interaction and utilization of the solution

- **Proficiency:** Training on both skills and competency; interactive learning; testing and evaluation; reinforcement opportunities (self-paced practice, refresher courses, access to training materials and quick reference guides, ongoing development)

- **Sustainment:** Continued executive sponsorship; high-touch tier 1 support; unified portfolio management; end state organization that supports long-term user requirements and requests

Benefits of OCM and OS&D

- Successful enterprise-wide training deployment across multiple business units
- Increased ownership of the new technology and process
- Sustaining organization to support the new solution

Benefits of the Corporate Data Warehouse:

- Comprehensive Information Base
- Increased Responsiveness
- Accurate and Timely Analytics
- Improved Data Management

“The Hitachi Change Management team was great! They were truly experts in their subject matter, they knew how to adapt to our style and needs, they kept pushing forward to make the program a success, and they were a pleasure to work with even in difficult circumstances.”

Executive Director, Finance

Contact Us

Hitachi Consulting
Toll free 1.877.664.0010
info@hitachiconsulting.com