

ADOPTION AND CHANGE MANAGEMENT SERVICES

Ensure your business achieves expected benefits from your workforce transformation initiatives

ESSENTIALS

Dell Technologies Consulting Services can help you:

- Prepare the organization for transitioning to a new way of working
- Develop an adoption and change management strategy and a roadmap of how to get there
- Identify change champions who will help drive change and adoption
- Prepare change champions with the skills and behaviors needed for success
- Develop ACM plans tailored for your organization
- Successfully execute your ACM campaign
- Increase worker buy-in and adoption

Business Challenges

Making the move to a new way of working is a fundamental culture shift for the organization—stakeholders, workers, IT and the project team alike. Preparing for new technology solutions may require adoption and change programs, which can be challenging for IT teams accustomed to the old way of delivering services. Gone are the days when an email on Monday for changes coming on Tuesday will yield the desired results.

Change is experienced on a personal level and success hinges on the workforces' understanding and acceptance. Rolling out new services requires a pragmatic approach to successfully driving change and service adoption. It calls for a new mindset, which can be one of the most challenging aspects of transitioning from an IT organization previously focused on infrastructure and platforms to one focused on worker-centric applications and services.

Dell Technologies Consulting Services can help your organization prepare for change, drive excitement and accelerate adoption of new services.

Service Description

Dell Technologies' Adoption and Change Management (ACM) services take a disciplined approach to enhancing the speed, adoption and sustainability of business transformations by focusing on the human side of change on an individual and organizational level. Our comprehensive services are designed to meet a variety of needs packaged in two, five- and ten-week engagements depending on the depth and detail needed.

Our Adoption and Change Management Accelerator Service is for the complete design and execution of an ACM program. Our most comprehensive service, it includes the following:

- Determine the vision and objectives of the ACM program
- Collaborate to identify key stakeholders and change agents who will help transition the workforce and create excitement for new service adoption
- Four discovery and design workshops with stakeholders where the outputs are used to develop a strategic plan and roadmap
- Design of five core and three advanced ACM tailored plans:
 - **Communication Plan** includes clear communications time sequenced for specific groups targeted at the behavior changes required to move the audience forward.

- **Sponsorship Plan** defines key activities and responsibilities for the sponsor coalition championing change.
- **Coaching Plan** describes how the management team will be supported and how they will engage workers.
- **Training Plan** includes the training of specific skills and behaviors necessary for success.
- **Resistance Management Plan** provides the processes and tools to manage worker resistance.
- **Adoption Measurement Plan** serves two purposes—to create a scorecard that tracks adoption and usage, and to design and run a process for collecting feedback, auditing compliance and analyzing results.
- **Change Network Plan** defines what is needed broadly from a network of change agents.
- **Rewards and Recognition Plan** provides a formal approach to celebrate success and reinforce change.
- Train the trainer sessions for managers
- Development of an adoption dashboard for communicating progress

Our ACM services are designed to meet a variety of business needs. The Advisory Service provides a strategic assessment for establishing the foundation of the ACM program, while the Planning Service includes Advisory activities plus development of a change management strategy and detailed plans. The Accelerator Service is designed for organizations who want our consulting service experts to plan, design and execute their ACM program.

ACM ADVISORY SERVICE	ACM PLANNING SERVICE	ACM ACCELERATOR SERVICE
<ul style="list-style-type: none"> • Change management assessment • Analyze the business, determine objectives & identify key stakeholders • Identify sponsors • Determine specific plans needed for ACM • Capture vision 	<ul style="list-style-type: none"> • Includes ACM Advisory Service • Strategic assessment for change mgmt. • Conduct 4 discovery / design workshops 	<ul style="list-style-type: none"> • Includes ACM Design Service • Discovery, assessment for change mgmt. • Define ACM strategy • Train the trainer for managers • Build adoption dashboard
DELIVERABLES		
ACM Strategic Plan & Roadmap	ACM Strategic Plan & Roadmap Five ACM Core Plans	ACM Strategic Plan & Roadmap Five ACM Core Plans Three ACM Advanced Plans Email Communication Templates ACM Program Execution

Figure 1. Side by side comparison of the Adoption and Change Management Service offers.

Summary of Benefits

Let Dell Technologies Consulting Services help you drive a successful adoption and change management program for transitioning to a new way of doing business. Our services are designed to help you:

- Achieve organizational alignment and clarity of vision, goals and direction
- Develop a strategy, roadmap and detailed plans for accelerating change and worker adoption
- Understand the specific skills and behaviors needed for success
- Create a culture of change and acceptance
- Establish standards and implement best practices
- Increase worker buy-in and accelerate adoption to the new way of doing business



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