



# 4Sight Adoption and Change Management

# Adoption and Change Management

## What is ACM?

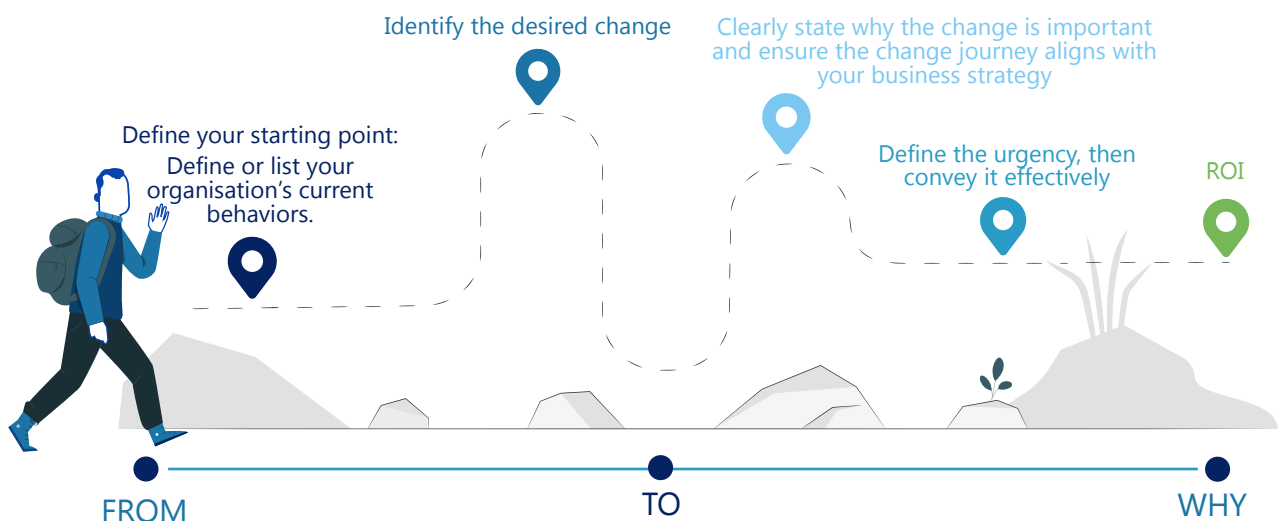
4Sight's Adoption and Change Management provide a structure, scientific and measurable approach methodology to enable your organisation to prepare, plan for and adopt new technology and new ways of working to ensure the change is adopted, sustained and reinforced.

Individuals learn and respond better to coherent explanations to change. The more an employee understands the change, the more motivated they will be to adopt the change.

The adoption and change management team plays an essential role in this process by focusing on the ADKAR process: Awareness, Desire, Knowledge, Ability and Reinforcement in order to achieve ROI, meet project objectives and finish a project on time and on budget, all by focusing on the employee in the organisation.



Creating an effective behavioral change journey, starts with a framework model that takes them **FROM** where you are now **TO** the identified desired change, and then explaining the **WHY**:



# WHY ADOPTION AND CHANGE MANAGEMENT IS IMPORTANT IN ANY PROJECT

## Why is it important

Change Management provides an organisational framework that enables individuals to adopt new values, skills and behaviors so that business results are achieved. It is the collective result of individual change.

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*Your biggest asset is your people. If you look after your people, they will look after your customers and this will ensure growth in your organisation.*

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It is important to note here – that this can be measured throughout the whole process.

Feedback provided on exco and management level on the progress of the Adoption in the company.

Data Analytics and BI reports are being used in the process to enable the company to make informed decisions and identify or mitigate risks

## Our role as the ACM team:

**1. Apply a structured change management methodology** – instead of operating in an ad hoc manner; approach change management with purpose and intent.

**2. Formulate strategy** – evaluate how big the change is and who will be impacted to develop a customized strategy

**3. Develop plans** – based on the strategy work, create a customized set of plans for moving people forward including a communication plan, a sponsor roadmap, a coaching plan, a training plan and a resistance management plan

**4. Support other 'doers'** – the change management resource is the coach and the go-to person for the other roles described

## Increasing end user adoption increases the return on investment for your organisation:



Increasing probability of project success



Speed of adoption



Manage employee resistance to change



Ultimate utilisation



Capture people-dependent ROI



Proficiency



Build change competency into the organisation

# OUR METHODOLOGY

## How we implement:

The key to a successful adoption and change in your company is to INTEGRATE the current resources with the future vision of your organisation – this will ensure not only cutting costs but also increase the company’s return on investment.

For the organisation to transform successfully, the Adoption and Change management team will assist in setting clear and high aspirations for change, engaging the entire company, including a highly involved and visible CEO.

Through the use of the ADKAR process which focuses on individual change, it is a simple, powerful and action-orientated model for change. By understanding the 5 ADKAR elements of change / barrier process the ACM division will guide the change on an individual level and outlines activities on an organisational level. On a project level we use a structured process and set of tools for leading the people side of change to achieve a desired business outcome.

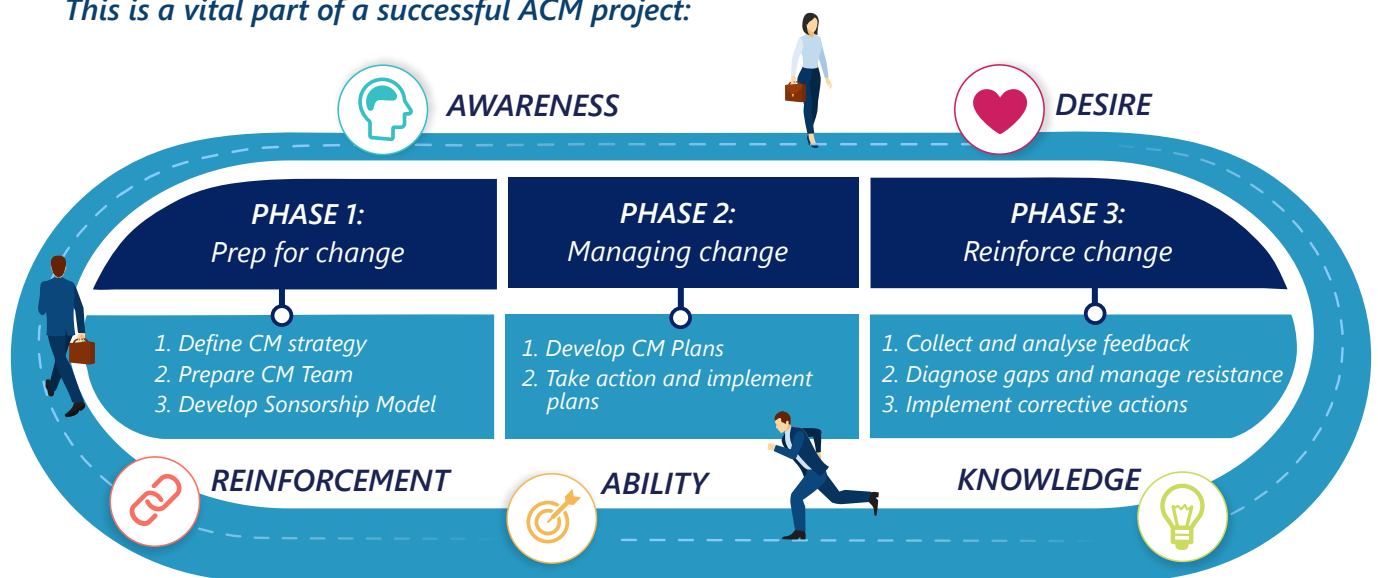
## What makes our methodology different?

Each organisation’s change requirements are unique, as are the individuals and the definition of success. The 4Sight ACM team uses a tailored approach for each organisation to influence people during their individual transition from the current state to the aspired future state in order to achieve the desired outcome.

The 4Sight Adoption and Change Methodology is designed to incorporate Microsoft, Prosci and ADKAR phases and stages to ensure the organisation achieve desired outcomes through adoption and change management.

ACM creates a workplace environment that is more open-minded to transition. This will ensure better adoption to the change in order to maintain growth and innovation in the future.

*This is a vital part of a successful ACM project:*





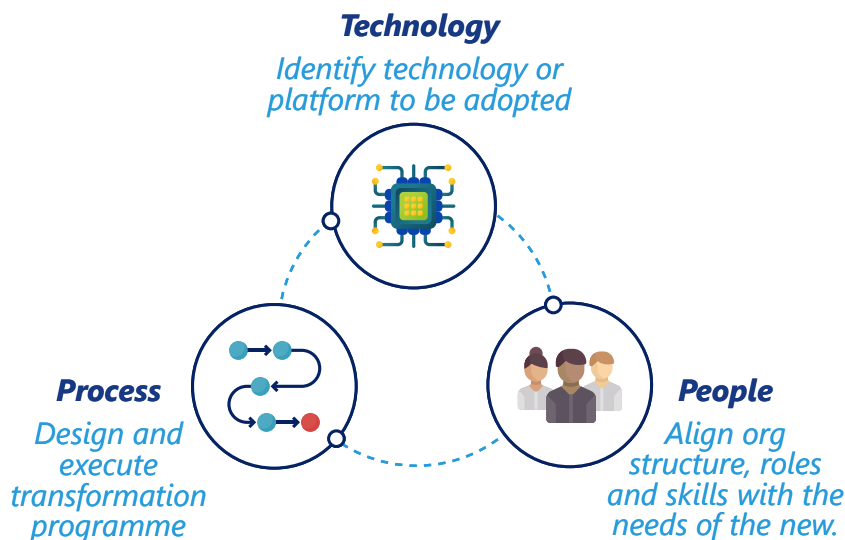
# 4th INDUSTRIAL REVOLUTION

## What is 4IR

The Fourth Industrial Revolution (4IR) is characterized by the fusion of the digital, biological, and physical worlds, as well as the growing utilisation of new technologies such as artificial intelligence, cloud computing, robotics, 3D printing, the Internet of Things, and advanced wireless technologies.

In today's world of rapid transformation it's imperative that businesses consider the people element of change or else risk seeing their projects / investments fail. The importance is to empower and enable 4IR talent in order to build expectation and hunger for continuous evolution.

On an organisational level we use leadership competencies for enabling change within an organisation and strategic capability designed to increase change capacity responsiveness. ACM creates a workplace environment that is more open-minded to transition, ensuring better adoption to the change in order to maintain growth and innovation in the future



## 3 Pillars to establish transformation objective



# 4th INDUSTRIAL REVOLUTION

## What is 4IR

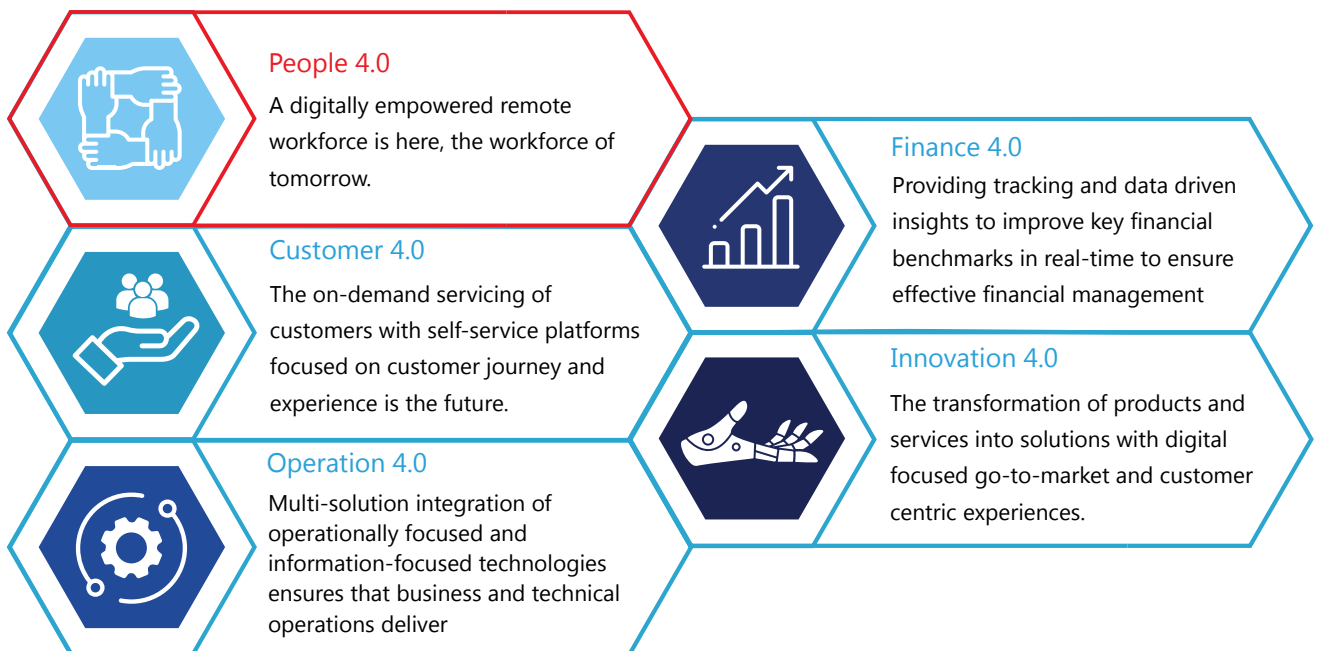
The Fourth Industrial Revolution (4IR) is characterized by the fusion of the digital, biological, and physical worlds, as well as the growing utilisation of new technologies such as artificial intelligence, cloud computing, robotics, 3D printing, the Internet of Things, and advanced wireless technologies.

We continue to observe the rapid impact of 4IR in emerging markets like South Africa. However, certain industries are struggling with the slow adoption of digital transformation initiatives. For example, media and technology sectors continue to innovate but unfortunately, the mining, energy and utilities industries continue to lag behind other industries.

This is where we believe our business opportunity resides, in taking advantage of 4IR technologies, coupled with our proven digital transformation approach and initiatives to ultimately accelerate the convergence between the Operational Technologies(OT), Information Technologies (IT) and Business Environment (BE) worlds through our integrated solutions.

*We have identified five key pillars within 4IR (Industry 4.0) that will accelerate customers' adoption of digital transformation initiatives and allow them to take advantage of technology solutions that deliver meaningful business value.*

These five pillars are:



# THE VALUE OF EMPLOYEE ADOPTION

## *People and Adoption*

Organisations fall into the trap of thinking a project is completed once a new technology is deployed, without ensuring the new investment is properly adopted, a mistake proven to be detrimental to an organisation's initiatives for change. ACM's main drive is to get individuals engaged and passionate in the pursuit of the purpose of the organisation.

People are the instigators and drivers of change, and the common denominator for achieving the intended outcomes of your initiatives. Creative thinking and innovation lead by people are increasingly perceived as the differentiators of an organisation's performance – as innovation requires new thinking.

ACM focuses on helping people change how they do their jobs, allowing us to capture the adoption contribution and the people-dependent portion of a project's ROI.

The most important aspect however, is Adoption. Change is part of our everyday lives, but ACM will achieve adoption which in turn leads to success and ROI.

Ignoring the people side of change creates risk. When the adoption and usage of solutions are ignored, and the focus is exclusively on meeting technical requirements, the result is excessive risk and cost. Projects are subjected to "RE" costs like redesign, rework, revisit, redo, rescope, and in some cases, retreat.

Absenteeism and attrition increase, productivity declines, morale suffers, employees disengage and customers feel the impact when they were not supposed to. Failing to plan for and address the people side of change is costly, and change management is the discipline to help mitigate those mission-critical risks.

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*We are truly unique, diverse,  
different and better*

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*Our ability to deliver quantifiable value by transforming technology landscapes, unlocking funds and mitigating risks through our integrated solutions to enable organizations to quantum leap their businesses is what sets us apart.*





# ABOUT 4SIGHT

## Why 4Sight

4Sight focuses on a cross section of established, new, and emerging technologies. These include: Adoption and Change Management (ACM), Artificial intelligence ("AI") solutions with machine learning, big data, cloud and business intelligence solutions, digital twin and simulation, information and operational technologies, production scheduling, horizontal and vertical integration, industrial internet of things, cloud service provider, robotic process automation and augmented and virtual reality solutions.

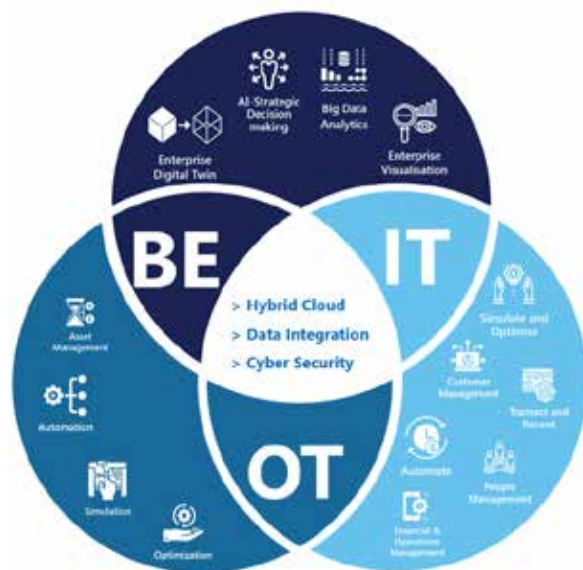
These 4IR technologies manifest in the various solutions we deliver to customers across all industries in both the private and public sectors.

Our frameworks empower our partners to embrace organisation-wide digitalisation focusing on people and data-centric journey's. This allows data and new technologies to amplify an organisation's human capital, in order to thrive in the modern digital economy.

Through our approach, we are able to take our partners on a journey from "no-sight" (zero-digital, no data visibility and running the business blind) to "foresight". That is, the ability to predict the future using real-time "insight" data and technologies like digital twin to make continuous and meaningful decisions based on what will happen.

*Through ACM we take you from no-sight to foresight*

Our end goal remains to transition our customers into the realm of "4Sight", using autonomous intelligence solutions where the technology not only makes recommendations but also implements the decisions to maximise business profitability, efficiency and minimising risk.





# MEET OUR MULTI-TALENTED TEAM

Our ACM team consists of diverse skills and backgrounds, which is what makes our team dynamic so unique and different to the rest of the industry. Within our team we have experience in a wide scope of expertise, ranging from human capital, finance, project management and communication all the way to creative problem solving and training.

This makes us truly unique and ensures that you get the benefit of a complete scope of problem-solving and forward thinking individuals:



**Leona van Schalkwyk**

Business Unit Manager  
Project Management  
Communication



**Marie-Louise Zitzke**

Chief Customer Officer  
HR and HR Consulting  
C4L  
Change Management



**Portia Lehasa**

ACM Consultant  
Financial Accounting  
External Auditing  
Training & Lecturing



**Jaco Beukes**

Project Manager  
Consulting  
Project Management  
Change Management



**Dalischa Lottering**

ACM Consultant  
Visual Communication and Design  
User Experience Design



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