

## ADOPTION AND CHANGE MANAGEMENT(ACM)

Adoption and Change Management services drive end-user productivity using proven methodologies



ACM helps customers realize desired outcomes, it's critical that end-users adopt new services and embrace behavioural changes. The adoption and change management service is customized to each customer and includes identifying business needs through stakeholder meetings, creating plans for achieving business goals to transitioning end users to new teamwork models using Microsoft products.

### Change Management

Our objective is to help organizations realize the greatest return on their investment and show them that productivity tools such as Microsoft 365 amplify their value through staff productivity and innovation through collaboration. We engage in training initiatives and user adoption in order to facilitate a successful technology deployment.



### Why Adoption and Change management

- Helps improve on staff productivity, efficiency and effectiveness through collaboration.
- Help businesses realize their desired outcomes and return on investment.
- It helps the people embrace technology and use it as part of their natural rhythm of work.
- Ensures Engagement with Key Business Stakeholders
- Reduce the time needed to implement change.

### Change Management

- Minimize resistance to change
- Assess and understand the need and the impact of change
- Align resources within the business to support the change

**Change management greatly increases the chances of success.**

### Employees and Managers buy-in

- Support staff and help them understand the change process
- Decreased resistance from employees and managers
- Reduce stress and anxiety associated with change

**Change impacts the whole organization and all of the people in it**

### Improved project outcomes

- Minimise the possibility of change failure
- Reduce disruptive aspects and risks associated with change
- plan and execute an effective communication strategy

**A smooth transitional process**

"When the pandemic hit, we had an easy transition process to working from anywhere as we had already established change management rhythm with Computer Revolution Africa Group." - John Kirimi, Head of ICT, Kenya Bureau of Standards