



HALCYON CHANGE MANAGEMENT

Halcyon Change Management has been designed and tailored specifically for any organisation who is wanting to successfully implement a technology change.

For a change to be truly successful, the technology must be adopted by all employees, so an organisation can see a return on investment (ROI), not only in a financial sense, but in development of the toolkit their team has at their disposal in order to retain the existing workforce, and also to attract new talent in the future.

To achieve maximum adoption, it is important to ensure that each and every employee knows how the technology will enhance their working lives and make the change as exciting and as inclusive as possible.

Halcyon's goal is to connect people and technology through constant re-enforcement of 'What's in it for me?' principals, and Change Management methodologies to ensure that users are clear on the benefits of the technology, and are supported along the whole journey in how to best utilise these tools.

A technology change must be communicated effectively before, during and following integration so that employees have a full understanding of why the change is being made and what it means for them.

Senior leadership teams within an organisation must demonstrate best practice at all stages throughout a change, by actively supporting other staff and being a positive role model at all times.

Halcyon Change Management works closely with key stakeholders within an organisation to firstly determine why the change is taking place, then what technology and modern ways of working will be adopted, as well as what is expected of senior leadership teams and how the change will be communicated.

From this point, a bespoke training program will be developed for the organisation after a User Profiling activity where we are able to better understand your team's specific needs, pain-points, and workflows, ensuring we are training all the functions that your teams will use, and keeping the program relevant at all times.

Once the training has been rolled out, we offer on-site and remote user support in the initial days post-change to ensure these new skills are properly embedded within the team.

Regardless of whether you are just starting to explore the world of Unified Communications and Microsoft Teams, or looking for advance governance and functionality, we recommend that the full Halcyon program is rolled out to ensure that we can meet the business' needs and training requirements at every intersection, and provide a detailed, custom plan to ensure maximum adoption of the technology change, with minimal resistance across the user base.

WHY CHOOSE HALCYON?

IComm's Halcyon change management program educates users on how to get the most from a unified communications platform. IComm have found that customers that take up the opportunity with Halcyon then go on to experience Microsoft Teams in a very different manner to those that don't, with significantly higher rates of adoption, and a greatly reduced risk of change rejection.

Compared to non-Halcyon customers, Halcyon customers can expect;

- Their end-users to send 26% more instant messages.
- 65% more files transferred, and 15% more apps shared
- Dial into 61% more conference call meetings
- Reduce audio-only calls by 34% between users

HALCYON CHANGE MANAGEMENT DELIVERABLES

Customer Kick-off Meeting

- Overview and introduction to Halcyon
- Executive engagement
- Identify pilot users/group (if applicable)
- Introduce governance document outlining:
 - naming conventions
 - policies
 - process.

Executive Sponsor Workshop

- Halcyon Change Management overview
- Agree on why, when, how (project messaging)
- Role-modelling from executives and management
- Best practices
- Success criteria
- Develop/customise presentation for executive & management briefings

User and Workflow discovery

- User and Workflow discovery survey issued to customer staff
- Up to 10 department representatives interviewed
 - 60-minute sessions
 - Discussion based on survey results
- Development and presentation of report
- Change Management plan
 - Training recommendations
 - Remediation suggestions for any issues identified
 - Identification of individual user groups

HALCYON CHANGE MANAGEMENT DELIVERABLES

Change Champions Briefing and Training

- Set the expectations with change champions
- Roles and responsibilities
- Deep-dive training
- Eight users per session (4-hours split over two sessions)

Communications Development

Development of communications pack tailored to the customer's specific requirements including:

- project announcement to all staff
- user profiling
- awareness session
- user Training announcement
- FAQ's
- change champions 'Thank you' email.

Post Cutover Support

- Halcyon Change Management and Training staff support on Day 1
- Remote User support available via 'Halcyon Help' for agreed time period

User Training

All End-User training sessions and curriculums are customised based on the customer's requirements as recommended in the User and Workflow discovery report.