Change Management

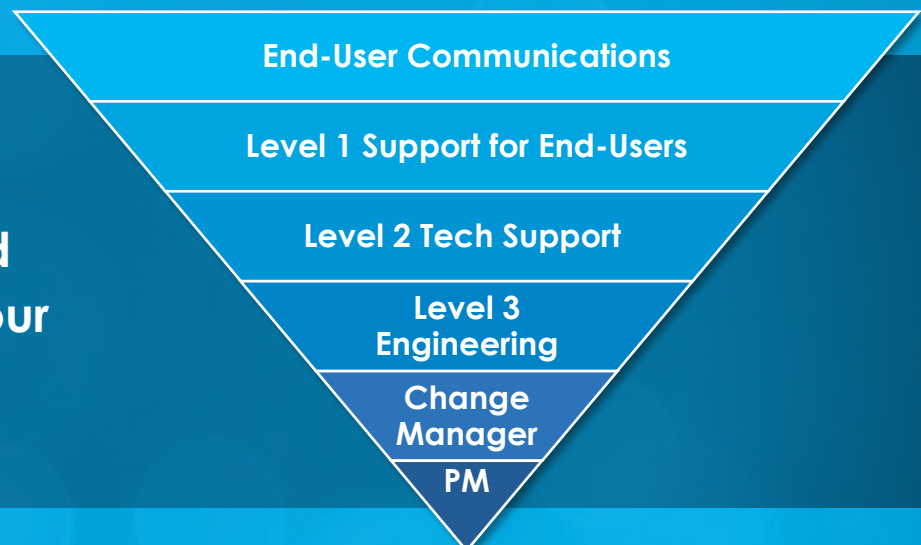## How are you going to ensure your rollout is successful?

Change Management projects can be very successful for the business and empowering for employees - when done right.

Change Management is a proven methodology to deploy technology changes to large groups of diverse users.

The 3 key parts of a successful change management project

✓ Advance planning, with an analysis of the employee impact

✓ Employee communications with FAQs, KB articles and videos

✓ Dedicated team to resolve issues and support users

Our proven model ensures success and supports you and your users at every level.

- End-User Communications
- Level 1 Support for End-Users
- Level 2 Tech Support
- Level 3 Engineering
- Change Manager
- PM

> From the moment we reached out to your team for assistance in supporting NZDF users implementing both Microsoft Authenticator and Microsoft Teams, your team displayed absolute professionalism.

Carl Nixon
CIO - New Zealand Defence Force

mobile mentor