

# Change Management as a Service

Enhance your change capability. Improve adoption. Drive transformation.

The rate and complexity of change continues to increase at unparalleled rates. How can you strategically and intentionally manage change when finding and retaining the right talent is increasingly challenging?

The rate of change is expected to increase **10x** over the next 20 years.<sup>1</sup>

A deficit of **85M** global workers is expected by 2030.<sup>2</sup>

Change Management as a Service (CMaaS) helps relieve these pressures by providing scalable, on-demand, and globally distributed change management resources to support your portfolio of projects.

## With Deloitte Human Capital CMaaS

Meet fluctuating demand



Your business likely has ongoing needs for skilled change managers, but change can be unpredictable. Talent shortages, cost considerations, and the need to hit the ground running as priorities shift make hiring full-time or gig workers problematic. We combine dedicated support with flexible delivery pools around the globe with the right skill sets to give you scalable support for maximum return on investment.

Implement leading methodologies



Our data-driven framework, Transformation Intelligence™, gives you the method and tools to understand your aptitude for change, assess your change leadership capacity, and generate a customized change program, allowing you to right-size support and deliver projects more efficiently and consistently.

Manage change enterprise-wide



We support your change function to enable you to manage change effectively and efficiently enterprise-wide. You'll gain tools to track and manage change data across your portfolio to better identify and address risk and prioritize effort, as well as the ability to share resources across multiple projects.

## Our services

### Collaborate with Deloitte to build and optimize your change capability

- Team structure design and governance to optimize your change function
- Standard operating procedures and playbooks establishing standard change methods and approaches
- Formal and consistent project intake, scoping, and resourcing process
- Implementation of change tool set to enable customized, right-sized, and consistent change interventions across your portfolio
- Change management thought leadership and coaching

### Leverage change management services to drive projects at scale

- Digital adoption platform implementation and sustainment
- Centralized tracking of change data enterprise-wide, including change readiness and adoption dashboards and reporting
- Ongoing communication materials development, including multimedia services, podcast/audio, and social media
- Training program support, material development, and material maintenance
- Set-up and ongoing management of change agent networks and super-user networks

<sup>1</sup> Marcus Meurer, "Our world is changing at 10X speed ..." HuffPost, September 3, 2017.

<sup>2</sup> Deloitte Insights, "The worker-employee relationship disrupted," July 21, 2021.

# Human Capital CMaaS

Our global network of dedicated Human Capital professionals is focused on strategically and intentionally driving adoption to realize the value of any change initiative through leading practices, robust tool sets, and diverse capabilities.

*Strategic guidance to build your change capability and drive value*



- **Leverage the collective experience of Deloitte** thought leaders to strategically plan and lead the development of your internal change capability.
- **Access domain proficiency** to influence key decisions and anticipate risk.
- **Develop tailored interventions based on your business strategy** and desired behaviors.

*Best-in-class frameworks, methods, tools, and accelerators to improve delivery*



- **Establish a change methodology** to improve the effectiveness and consistency of how you deliver change.
- **Quickly assess the size and complexity of change** to better right-size change strategies and interventions.
- **Generate customized change strategies** based on your change ambition and aptitude for change.

*Data-driven, focused metrics to improve quality, identify trends, and manage risk*



- **Establish one source of truth** for change data enterprise-wide.
- **Gain visibility and transparency** to proactively address change and adoption risks.
- **Empower leaders** with data, reports, and dashboards to better understand and lead change in their organizations.
- **Track success against strategic KPIs** to drive the business value of change.

*Leading digital adoption knowledge and experience to improve return on investment*



- **Gain focus on key adoption metrics that matter** and deploy targeted interventions to proactively address adoption risk.
- **Implement and sustain digital adoption platforms** to improve return on investment, guiding users to accurately use the underlying application as intended through embedded learning within the flow of work and self-service support.
- **Anticipate challenges stemming from platform updates** and proactively deploy supplemental communications, training materials, and in-application guidance to improve the user experience.

## Get in touch to learn more:



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