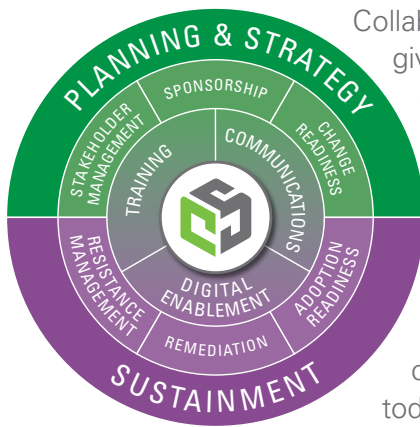


# ORGANISATIONAL CHANGE & TRAINING

## MAXIMISE YOUR DIGITAL INVESTMENT

Today's cloud technologies rely on massive user adoption as a driving force for true digital transformation, making change management a significant contributing factor to the success of your cloud deployment. Collaborative Solutions' Organisational Change & Training (OC&T) practice focuses on the "people side" of change and is grounded in the industry-leading Prosci® approach with activities designed to support all stages of your Workday deployment and overall digital transformation.

## OUR APPROACH TO CHANGE MANAGEMENT FOR THE CLOUD



Collaborative's suite of OC&T services is built on the premise that ongoing change is a given for modern businesses and organisations. And if change is always on the horizon, success to us means more than just a single project – we want to give our customers proven strategies and tools to sustain their digital transformation for the long-term.






Our approach incorporates industry best practices with Collaborative's own Workday-specific toolset to guide you through the entire journey of change. We start on Day One to build a strong change strategy and plan, guide you through the full lifecycle of your Workday deployment, and provide direction and materials you can use well beyond go-live. This methodology combines Prosci®'s proven change management framework with the elements we know are necessary for today's cloud technologies.

## DIGITAL ENABLEMENT WITH COLLABORATIVE ADOPT

Collaborative **Adopt** is an end-to-end Digital Adoption Platform designed to support your employees with on-demand training and communications across multiple applications, helping your users make the most of your investment in digital technology. Built around the modern learner, **Adopt** upskills and connects users to prepare them for change and provide them with the tools and assistance needed for a successful digital transformation.

When combined with our standard Organisational Change & Training offerings, the **Adopt** platform extends the means by which we deploy and measure change and training interventions before, during, and after go-live – accelerating the time-to-value in your technology investment.

At its foundation, **Adopt** is comprised of several different modules designed to support your users:

	<p><b>Split Screen:</b> Embed instructions and content side by side with on-screen tasks</p>		<p><b>Smart Pages:</b> Deliver dynamic content to broad or targeted audiences</p>
	<p><b>Training Pages:</b> Provide information and guidance in a single place</p>		<p><b>Content Cloud:</b> Manage all your content through one centralized system</p>
	<p><b>Trails:</b> Guide users through transactions, step-by-step</p>		<p><b>Analytics:</b> Measure and maximize effectiveness of every communications and training intervention</p>

## OUR SERVICES

Each of our services is built on Collaborative's Cynergy™ methodology to ensure full integration with functional activities and overall project management. With Collaborative Solutions, your change, communications, and training activities become a natural part of your deployment at each stage of the project lifecycle and beyond.

### TRADITIONAL DEPLOYMENT SERVICES

**GAIN** comprehensive change management, communications, and training services to support the initial deployment of Workday, addition of new modules, or expansion of your digital footprint to new geographies or business units

**ACCESS** our traditional suite of OC&T services: strategic advice, tactical planning, collateral development, training delivery, and full-cycle support of your change program

**LEVERAGE** proven Prosci® approach within Collaborative's Cynergy™ methodology

### TARGETED ASSESSMENT, ENHANCEMENT, AND RENEWAL ACTIVITIES

**ASSESS** your key stakeholder groups, change impacts, pockets of resistance, and user adoption opportunities

**RECEIVE** targeted recommendations for change management, communications, and training interventions that can be deployed by Collaborative or on your own

**MEASURE** general adoption and transformation or conduct targeted evaluations of specific business events or enhancements

### BUSINESS-AS-USUAL LEAN ON SUPPORT

**DRIVE** targeted change management, communications, and training advisory and planning support in relation to functional optimisation enhancements, system updates, or other changes and enhancements

**CONNECT** with ad-hoc communications development support related to minor functional enhancements, end-user adoption, or Workday updates

**OBTAIN** ad-hoc or ongoing development and delivery of end-user training, either on-site or remote as needed

## THE COLLABORATIVE DIFFERENCE

We know that managing change is necessary in today's digital world. Our experienced consultants are 100% Workday certified, 100% trained in Prosci® Change Management Methodology, and equipped with robust experience as both customers and consultants. Here's a snapshot of our OC&T customers:

