

Implementation of change management system

The Client

The customer is a leading brokerage firm in the US.

The Challenge

The customer required implementing a company-wide change management system to improve business flows and increase productivity. The customer needed a partner who could implement the project without disrupting normal business operations. The important aspects of the project were to:

- Implement a change management system in key business units
- Identify additional requirements and improve end user interfaces
- Implement the change management process company-wide

The Solution

Our business analysis team accomplished the assignment in three phases:

- Development of a project plan for implementation and training in four pilot areas
- Training of employees and identification of additional requirements to improve the system
- Providing help-desk support throughout the project

The Benefits

The team successfully implemented the company-wide new change management system without any disruptions to routine business.

The Technology