



Case study

Change Management in a Global Energy Enterprise





Client Challenge

- Our Client was looking at entering a partnership to drive their digital commerce projects.
- Due to insufficient prioritization in their current setup where the main challenges were time to clear the backlog and driving new initiatives for improving processes, therefore they were in need of a partner with IT expertise.
- The main issue was that many such collaborations have failed in the past as and the employees were not confident due to poor previous experiences.



Assignment

Opticos clearly appointed the Change Management team with assigned roles & responsibilities to develop a culture of change

Opticos Conducted:

- **Baseline assessment** of key stakeholders for current state takeaways
- Measurement & Tracking of progress against **change management checklist**
- **Communication & Change Plan** for stakeholder engagement
- Defined Change roles & Responsibilities by **appointing change agents**
- Follow-ups and rewards & recognitions

Client Benefits

- 30% Improvements in scores across change management parameters from an avg of **3.4 to 3.5**
- Established a platform for regular management connections to promote **frequent & open communication** which was missing earlier
- The management team realized the importance of “**Active Change Management**” to make this program successful



About Opticos

Opticos is a Management Consulting firm with a strong IT management practice. We empower business leaders to unlock sustainable business value.

Our team of seasoned consultants bring a wealth of experience and domain expertise, leveraging industry best practices to offer unbiased guidance and hands-on execution support across key business verticals - Risk and Compliance, Operational Excellence, IT Effectiveness and Business Transformation.



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