



Change Management



Service Description



Pact Solutions are a digital transformation consultancy with a deep knowledge of Higher Education.

Our purpose is to help universities achieve their ambitions through digital enhancement and innovation.

People and process change slower than technology but successful people and process change is key to digital transformation success.

Our change management service supports the delivery of change projects and programmes and the introduction of new solutions.

We apply proven methodologies to ensure people are at the heart of your digital transformation.

Our change management specialists will help you to assess your organisational readiness, prepare the organisation for change, work on culture and behaviour, communicate effectively through multiple channels and ultimately assist you in the successful delivery of change.



Features and Benefits



Features

- Change Management at project, programme, portfolio and enterprise level
- Leadership and Culture training, support and communication
- Change Management Strategy
- Change Managers, Change Analysts, Trainers, Communications specialists
- Target Operating Model design and implementation
- Communication Strategy
- Risk and Impact Assessment
- Coaching and Training
- Stakeholder Analysis
- Change Readiness Assessment, Benefits Management and Realisation Support



Benefits

- Reduced change resistance
- Improved communication effectiveness
- Accelerated delivery of change
- Increased return on investment through increased utilisation
- Enhanced stakeholder buy-in
- Reduced risk of failure to realise benefits
- Increased resource retention and motivation
- Long-lasting and effective cultural buy-in
- Enhanced student and staff experience
- Enhanced technology adoption and utilisation through training and coaching



Why PACT Solutions?



Because we solve problems and realise opportunities.

The challenges in Higher Education are vast and growing and all require enhanced and innovative digital capabilities. Every university is looking to deliver exceptional student experience, grow research, innovation and knowledge exchange and have a positive impact on their communities. All whilst battling rising costs, changing student priorities and outdated government policies.

You need a partner that understands your key priorities and the environment you work in. Our consultants have a proven track-record of delivering tangible benefit to multiple universities that is on time, to scope and within budget. We would love to share our story with you.



Why PACT Solutions?



Our purpose is to help universities achieve their ambitions through digital enhancement and innovation.

Our aim is to ensure you receive value every time you engage with us, whether that's for a short telephone call or a multi-year engagement.

We make working with us as simple as possible so universities can spend more time and resource on doing what matters – providing the very best student experience, investing in research, and driving even better academic results.



Who We Work With



We and our directors have worked with



“The implementation of our new student record system (SRS) was a significant undertaking. Working with Aaron Tyler and Pete Colley played a pivotal role in our success. Aaron’s clear and engaging programme management approach ensured timely delivery, while Pete, as Technical Delivery Manager, collaborated closely with business leads to anticipate requirements and address system-related issues. PACT’s additional resources helped accelerate management information delivery, benefiting our core business activities.”

*JIM IRVING
Pro Vice-Chancellor Students and Governance*



Our Recent Work



Full end-to-end Tribal SITS: Vision implementation including Azure Integration

Background In 2020, Solent University launched its new *Strategy 2025: Ready for the future*. Their mission is to enable their learners to be work-ready, world-ready, and future-ready. Replacing their outdated and unreliable Students Record System (SRS) was a critical step in realising their vision.

Challenge Replacing an SRS is a massive undertaking for any university. Every service is dependent upon the SRS functioning as required. For Solent University, changing the SRS would be the most significant digital change they had ever embarked upon.

To make things even more challenging, in February 2021, incumbent supplier Ellucian advised Solent that its Quercus on-premise SRS would go end-of-life in August 2023.

PACT Towards the end of 2021 it became clear to senior management that timelines were slipping, and key milestones were not being met. In March 2022, our Director Aaron Tyler was engaged to take full accountability for delivery. He was soon followed by our Technical Director, Pete Colley. Together, Aaron and Pete were accountable for the full delivery of the SRS Programme, managing timelines, resources, budget, functional and technical delivery and quality assurance.

Outcome Under the leadership of Aaron and Pete, the programme was on time and within budget. 23/24 applications went live in October 2022 and enrolments started on 21st August 2023. Potential compliance and data issues were avoided, and the financial and reputational integrity of Solent University were maintained.

The new SRS is a key foundation in Solent's digital and overall strategy.

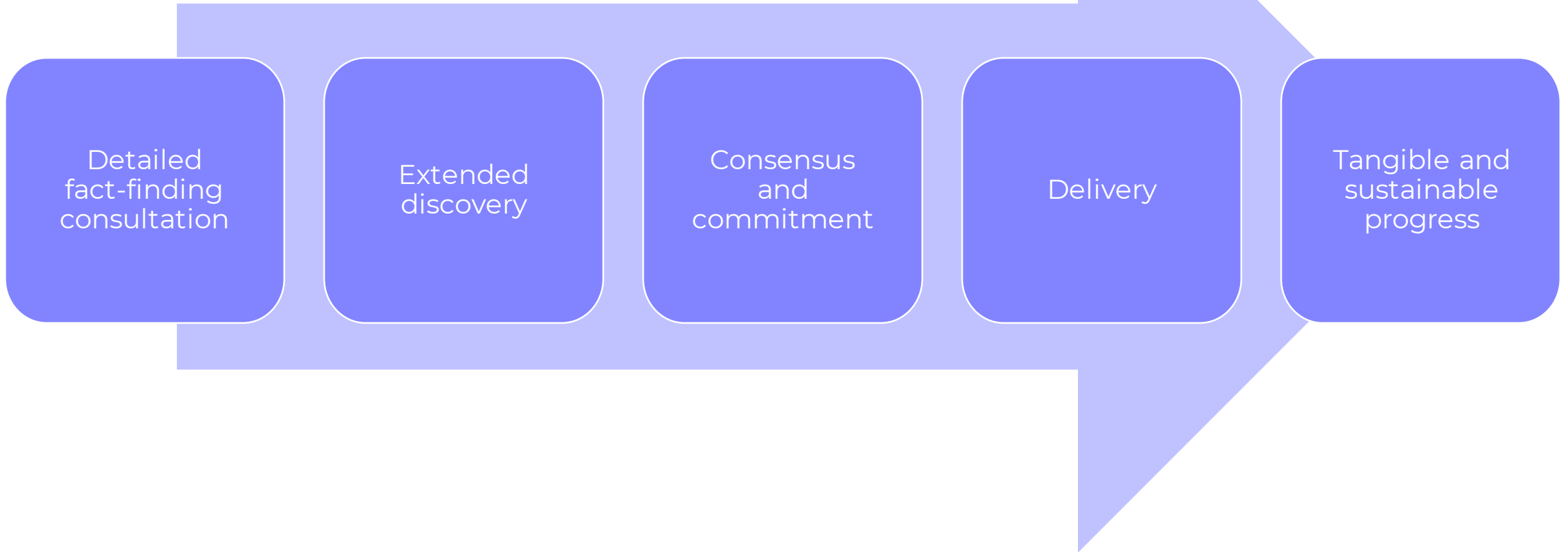


Change Management

How We Work



Regardless of the size of your project or activity, we follow the same structured process, so you know what to expect and when.





Detailed fact-finding consultation

In our detailed consultations we go deep into the problem you are currently facing or the opportunity that you are looking to exploit. The aim is to ensure that together, by looking at the problem, or opportunity, and potential solutions, from every angle, we leave the session with a greater understanding of your objectives and the obstacles that stand in your way.

Questions we will tackle in the consultation:

- What is the problem, or opportunity, as you see it?
- What steps have you taken to solve the problem or exploit the opportunity?
- What has stopped you from delivering the solution already?
- What timescales are you working to?
- Who in your team is accountable for delivering the solution? What experience do they have in this area?
- Who is in the wider team? What skills do they have and what skills and experience do you require?
- What budget is available (if known) and/or what steps must be followed to secure budget?
- Are you working with, or do you intend to work with, any other external partners?
- What does success look like for you? What is your vision?
- What will be the measurable value to your university?

Answering these questions will help you and us understand the problem and the barriers standing in our way from solving it.

Detailed fact-finding consultation



After the consultation we will provide you with high-level information and recommendations for **solving your problem**. We will provide a high-level guide on time, resource, and budget. We will include a breakdown of the key technologies, resources, skills, and experience that you will need in your delivery team. We will always advise what we believe **is best for you**.





Extended discovery

This is where one or more of our highly experienced consultants will work with your team to really get to **the heart of the problem**. We will use the information gathered in the detailed consultation to set up a series of workshops with you and your team. The number and length of required workshops, and the total duration of the discovery varies depending on the size of the project or problem being solved. Each workshop will cover a distinct facet of the problem you are facing. The aim of the discovery is to perform the following activities and leave you with the following outputs:

- Confirmation of or re-definition of the problem.
- Detailed gap-analysis and SWOT assessment of your current capability to solve the problem.
- Systems and application gap-analysis.
- People and process capability gap-analysis.
- Detailed analysis of the current project status, if started, or pre-project activities.
- Full cost and benefit analysis or business case creation.
- High-level target architecture(s).
- Delivery roadmap or plan-on-a-page for the project.
- Full resource requirements, including key skills and experiences, and RACI matrix.
- Recommended project structure and governance.
- Detailed Risks, Assumptions, Issues and Dependencies.
- Executive Summary, outstanding key decisions and recommended next steps.





Consensus and commitment

This part of our process is not always required but can provide huge value.

We frequently work with Chief Digital and Information Officers, IT Directors and Heads of IT as well as Chief Operating Officers, Registrars, Transformation Directors and many others at different levels of a university.

At the start of an engagement, we usually find that the individual that reaches out to us is the **Champion** of the problem or opportunity. They have the **vision** and **foresight** to see that something needs to change for the university to realise its full potential. They are usually very close to the problem or opportunity and have already given the potential solution, and what is stopping them from realising the solution, considerable thought. They know what they want the end-state to be, and they have reached out to us to help them get there.

Sometimes, the biggest challenge they face isn't delivering the solutions – it's **building consensus** amongst their peers and **gaining commitment** from key decision makers.

We help Champions gain consensus and commitment by providing facts, figures, industry best-practice and the all-important, external view.

Sometimes people just want that **extra level of reassurance** and clarity and we help Champions provide this.



Delivery

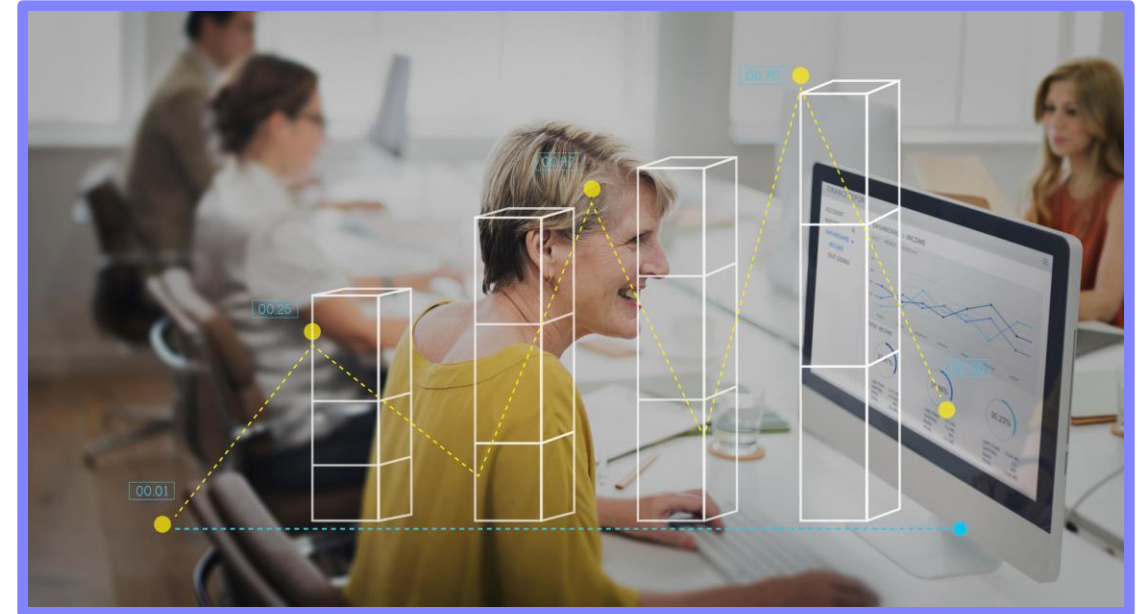


This is where we begin to work with you to solve your problem or realise your opportunity. The extent of our involvement and the size of the project or programme of work that follows our discovery is very much dependent upon the recommendations we have made and the key decisions that you make.

We have been responsible for Programme Managing multi-year multi-million-pound full end-to-end implementations and massive business change activities as well as providing a single highly-skilled consultant to do a weeks' work plus everything in between.

When you engage us to work with you on delivery you can expect:

- **A dedicated account manager.**
- **Transparent pricing.**
- **Highly skilled consultants.**
- **Honesty, integrity and professionalism in everything we do.**





Tangible and sustainable progress

The final step in our process is to ensure we leave any university we work with, **better today than yesterday**.

To achieve this **on a long-term basis**, we facilitate people and team development so that they can perform all the steps in our process without us. This may sound like we are shooting ourselves in the foot but we want to make a **lasting and measurable impact** with every university we work with.

We feel privileged to work with universities that are providing life-changing experiences and opportunities for their students and to say that we have played a small part in a person's individual transformational journey, **makes us very proud**.

Reach out to us to find out more about our learning and development services.



Contact Us



pact-solutions.co.uk



info@pact-solutions.co.uk



+44 (0)207 099 4425



20-22 Wenlock Road, London N1 7GU

