

Service Description

Change Management & Adoption for Cloud Services

SUBMITTED BY

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SERVICE OVERVIEW

In supporting your cloud services, North Highland goes beyond traditional change management practices, with techniques that drive higher rates of adoption, engage employees, and enable more creative change management strategies. We ensure lasting adoption by combining established change management best practices with design thinking techniques, behavioural science, and agile delivery principles. NH applies AI tooling and methods to deliver smarter insights and faster, more sustainable results.

FEATURES

1. Change strategy and case for change, aligning leadership on vision to value
2. Impact assessments, people-centric analysis and enterprise-wide data insights, to effectively design and prioritise efforts
3. Innovative, behavioural science-led, stand-out communications, campaigns and events
4. Training needs analysis and training materials that accommodate different learning styles
5. Stakeholder analysis and engagement, including the set up and running of change champion networks
6. Skills mapping
7. Business process analysis, re-engineering and integrated planning
8. Change measures and benefits management
9. Regular health checks to define target culture and core values, and design of cultural interventions
10. AI enabled change management tooling to gain enterprise-wide insight, track employee sentiment and assess progress

BENEFITS

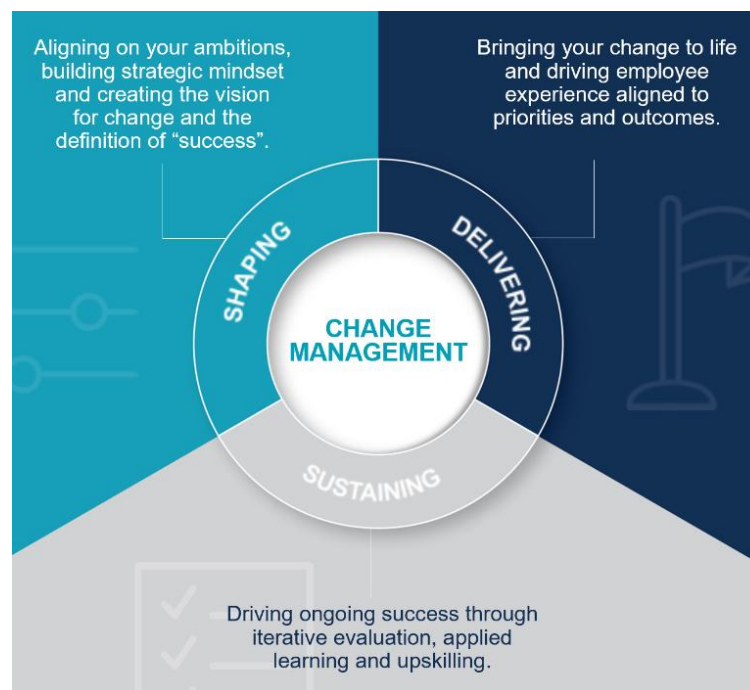
1. Visible, aligned leadership, who are confident in making data-driven decisions
2. Increased productivity and efficiency with new ways of working at scale
3. User-first approach that increases adoption of new technology

4. Capability development within your organisation
5. Improved speed and flexibility of delivery
6. Greater Return on Investment through prioritised high-impact, personalised change interventions
7. A clear vision of where the business is going, with concepts explained in a clear, compelling and engaging way
8. An approach that mobilises employees and establishes commitment for change
9. Highlighted opportunities for higher performance through better collaboration between teams
10. AI-enabled insights, acceleration of time-to-value, decoding of human behaviour at scale, personalisation of approach, resulting in improved engagement and adoption rates

SERVICE DESCRIPTION

Our people-centric approach allows us to partner with you at any point in your change journey to incorporate best practices in creating the optimal employee experience for your organisation.

North Highland have identified three key components essential to making change successful. At the centre, is the focus on the people side of change, empowering your team members to not only be part of the change, but be part of owning the change. That's what delivers successful business outcomes.



When we work through complex change management projects for the cloud, the methods that guides how we prepare, equip and support individuals to successfully adopt change to drive your organisational success and outcomes are as below:

Shaping	Typical activities include:
Change Strategy	We work with you to define the direction of the project/programme and all associated change activities. It ensures alignment to the Sponsors objectives and project plan and promotes a consistent change rollout approach.

Case for Change

We work with you to articulate why we're going through change and what the benefits will be, using language that resonates with the audience and grabs their attention. It is a key input to communications and engagement can be used to set the project's wider context and outline some of the key high-level benefits. Put simply...it provides an overview of "TODAY," what the "TRANSFORM" stage will look and feel like and leverages the vision for "TOMORROW".

Leadership Alignment

We will work with your Leadership to ensure they are aligned with the change strategy, equipping them with the confidence to make data-driven decisions while creating a clear and compelling change narrative that unites the entire organisation around a shared vision.

Change Plan

We create this with you to outline the key change interventions and when they should be completed. It is a tool used to capture the actions that need to take place to address and mitigate the change impacts identified in the Change Impact Assessment.

Change Impact Assessment (CIA)

We use this to determine the impact of changes on different audiences. It's good to do a change impact assessment early on in the project, and then refine it along the way as the solution evolves. It provides a structured approach to assess what is changing and what needs to be mitigated.

Training Needs Analysis

We use this to identify the training needs of the people impacted by the change. It provides an indication of the impacted groups, the level of training required to support people effectively and the proposed training delivery methods. The output of your TNA should inform your Training Plan and ultimately help you build a comprehensive curriculum that meets the needs of all audiences.

Stakeholder Analysis

We use this to identify, prepare, coach and align your leaders and key stakeholders to ensure they understand, sustain, role model and own the change. A stakeholder assessment enables us to see who key stakeholders are, their level of influence and to what extent change impacts them. This means we can plan how we should be engaging different individuals and groups.

Success Metrics Definition

We will work with you to identify the program's value metrics, define measurement approach and establish a baseline. This will allow us

to also track progress during the transformation, and design appropriate interventions to build confidence in project success.

Delivering	Typical activities include:
Business Engagement	We will use existing communication channels to spark awareness and understanding across appropriate areas of the business, creating tailored material where needed, to drive greater engagement and guide employees through the changes, from building awareness and desire to change, through to adoption and reinforcement of new behaviours.
Communications	We will provide the right information to the right people, at the right time, by tailoring the messages each person/persona receives, bringing it to life for people and delivering it in a clear and concise way.
Learning	We will prepare impacted stakeholders for their new reality by identifying and designing engaging and effective learning interventions that accommodate different learning styles and environments (remote, in-person and hybrid).
Metric Evaluation	We will measure readiness and value metrics along the change journey to inform the design of change interventions.
Sustaining	Typical activities include:
Continuous Improvement & Sustainability	We will evaluate progress on success metrics and define reinforcement tactics necessary to embed change and sustain results over time.

Application of tooling (including AI)

Our change approach is underpinned by data and the use of enabling technology and products. The application of our AI tooling, such as sentiment analysis and impact and readiness analysis, will enable an expansion of people-centric data insights which will help to understand your organisation, your people, and inform early identification of needs, accelerate the development of materials and tailored interventions to minimise resistance. Our measurement tooling enables us to assess progress and make real-time tactical adjustments, which ultimately improves engagement and adoption rates.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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