

Accelerate ERP software return on investment through effective change management

Touch was a critical asset to our team. They provided invaluable leadership and support and helped us overcome several challenges we hadn't anticipated. They consistently went above and beyond.

Background

The client is a world leader in ultra-high pressure (UHP) water-jet technology. UHP water-jet technology is a vital component in aerospace, automotive, machine shop, food processing and other specialty manufacturing.

The 2008 economic recession increased the priority of implementing a new ERP solution to increase operational efficiency and to reduce operating costs. Staff support and adoption became a major driver of success as the company replaced over 200 disparate information management systems company-wide.

Business Objective

- Reduction of operating costs
- Increased operational efficiency
- Enhanced company internal communications and department coordination

Capabilities Required

- Design and create project infrastructure and tracking tools
- Develop and support an executive alignment and change management strategy
- Author internal communications to enhance executive and employee support, participation and enthusiasm for the project
- Construct, deploy and update a single message framework across multiple deliverables
- Coordinate all scheduling and logistics for a road show involving 15 presenters, 3 sites, and over 800 participants in Europe and the United States
- Collaborate with multiple internal stakeholders and vendors with varied priorities and responsibilities
- Analyze, measure and report on testing, progress and results

Benefits Realized

- Accelerated and efficient deployment of a new ERP system through enhanced organizational alignment and reduced testing time
- Increased adoption through communication of the system's impact on corporate efficiency and individual roles

Touch helps Fortune 500 leaders solve business problems. We make you better.

Microsoft

JUNIPER
NETWORKS



BOEING

Novell **Flow**



Blyk

Russell Investments

Quick Success Fact

Use change management to reduce resistance, increase involvement and fuel adoption.

About Touch

Touch helps Fortune 500 leaders solve business problems.

From fine-tuning operating models to managing complex organizational changes, we help you create ongoing operational excellence. Our operations expertise addresses four key practices: sales operations excellence, change management, performance and rewards frameworks, and project management.

Touch, we make you better.

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