

# CAPABILITIES OVERVIEW



## Organizational Change Management

In today's world, transformation requires a new approach to change management—one that can accelerate transformation and adoption in real time.

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*Radical change requires radical thought. Your employees are ready to help you achieve change unlike never before - are you prepared to fully enable them?*

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As a widely adopted discipline, Organizational Change Management (OCM) provides a structured approach to programs and projects that introduce change. OCM is relevant on projects of all sizes, whether you're refreshing an existing solution, developing a new product, or creating a new line of business.

Online's team of Organizational Change Management professionals thrive on helping our clients create lasting change within their organizations, by focusing on the **people-side of change**. Ultimately, enabling your people to embrace change can be your secret weapon. With a foundation of digital fluency, we help you create digital transformation by focusing on human transformation to future-ready your business.

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### STRATEGIC QUESTIONS

By focusing on your people, OCM engages your team as part of transformation by ensuring they understand:

- > WHAT IS CHANGING
- > WHY IT IS CHANGING
- > THE BENEFITS OF THE CHANGE
- > THE CONSEQUENCES OF NOT CHANGING
- > HOW TO PROCEED TO SUPPORT THE CHANGE

The better your team can answer these questions, the more effective your organization will be at responding to change and realizing benefits.

## Our Approach

Based on your organization's pre-disposition to change, we work closely with your team to:

- > *Ensure that the requisite internal support structures are in place, before tackling the change.*
- > *Involve the impacted internal and external stakeholders in the transformation, at the right time, in the right ways.*
- > *Develop and communicate business process changes that best exploit the new technologies.*
- > *Create a mechanism for continuous benefits tracking and realization.*
- > *Adopt a structured program for monitoring and ensuring that the targeted synergies have been realized.*
- > *Build an organizational capacity for change.*

## Benefits of OCM

Transformation is possible when your people understand how they can contribute, adopt new processes, and leverage new technologies. We provide our clients with a roadmap to successfully attain their strategic objectives and leave behind an understanding of change management best practices that can be leveraged on future business changes. We commonly see a number of benefits when OCM is integrated into projects:



**Cost Savings & ROI**



**High Rates of Adoption**



**High Rates of Employee Satisfaction**



**Improved Customer Experience**

## Our OCM Team

As leaders in this space, our team has been delivering OCM for over 20 years. We understand what changes are needed to make digital transformation real. In addition to Prosci®, Online is dedicated to the establishment of Change Management as a profession through our early involvement in the Association of Change Management Professionals (ACMP). Our team also holds certifications in Benefits Realization (Foundation and Practitioner), Agile, and Coaching.

### Contact:

Online Business Systems  
1.800.668.7722  
info@obsglobal.com

## About Online Business Systems

Founded in 1986, Online is an established Digital Transformation and Cybersecurity consultancy. We empower enterprise customers across North America by enhancing their competitive advantage with improved business processes and secure information systems. We guarantee results through our technical skills, our business processes, and change management expertise.