

# Change Acceleration Process for Retail

## Help ensure a Successful Change

Implementing change in an organization can be both exciting and challenging. Whether the change is a roll-out of a new ERP or other technology, merger or acquisition, organizational change, Lean project initiative, or a new process implementation, change can be rewarding and successful when carefully planned and executed. Through the Change Acceleration Process (CAP) Workshop, Epicor Business Consulting can help you maneuver around the common pitfalls companies experience when implementing change, creating a faster return on your investment.

## Where is the Pain?

Companies implementing significant change can face a number of challenges. Whether it is a lack of infrastructure required to support the change or an incomplete understanding of the effort required to complete the project, Epicor Business Consulting can assist. Many change-oriented projects are met with employee resistance or lack of executive support. Epicor Business Consulting works with you to address these issues through an objective approach targeted to alleviate these common pain points.

## The Epicor Change Acceleration Process Workshop

The two-day CAP Workshop addresses the common pain points found in implementing organizational change. For example, the CAP Workshop leverages a series of proven interactive tools and brainstorming techniques designed to forecast and mitigate stakeholders' resistance to the implemented change and identify strategies for its success. The CAP Workshop addresses stakeholder acceptance by leading you through the exercises on the following page.



## Business Consulting

### Benefits

A comprehensive approach to successful ERP implementation and lasting change

Develop stakeholder commitment and support for project success

Practical skills to manage the human element of change

Clearly defined project roles and responsibilities with clear and compelling reasons to achieve buy-in

Assess systems and structures required to support and sustain the change

## CAP Workshop Exercises

- Defining project success criteria as a team
- Developing elevator pitches for critical stakeholders
- Developing a plan to create enthusiasm and gain project momentum
- Coaching executive sponsors on their role in the project to help ensure success
- Performing a stakeholder analysis to capture critical needs
- Designing a communication plan for stakeholders
- Performing an infrastructure analysis to determine all requisite human, technological, and other resources available to the core team

The CAP Workshop also addresses how to handle resource constraints and discusses the importance of scope management. Led by an Epicor Consultant and working closely with an executive sponsor at your company, the CAP Workshop includes an exercise that will determine which activities are both in and out of scope for your project. You will also spend time going over a detailed infrastructure review of technology, staff, data, and any other resources necessary for the success of implementing the change. Gaps will then be determined and strategies will be discussed to mitigate any risks to your project's overall success.

Upon completion of the two-day workshop, Epicor Business Consulting will deliver the tools and knowledge for your organization to successfully launch future change initiatives and projects. The deliverables from the project include a Change Acceleration Process Report including:

- An executive summary, stakeholder analysis, communication plan, and systems & structures assessment
- Change Acceleration Process Workbook that embeds your team's collaborative thoughts into the project management and change management tools. The CAP Workbook serves as a template to guide your team through future change initiatives

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