

# RIZING

Mapping a Successful  
Journey to SAP® S/4HANA®  
with Organizational  
Change Management  
as your Guide





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## **BOOKMARKS**

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# 01

## Know Where You're Going and Why

Managing the changes that will surely come because of any technology innovation and the accompanying business adjustments is like having a plan to take a road trip without a map or a GPS. You may arrive at your desired destination but not on time and not without dealing with unanticipated roadblocks or business traffic jams.

Achieving software implementation objectives is a tricky business. Project implementations can be fraught with challenges that mar your people, your organization, and your productivity – when what you really hoped to gain was simplicity, efficiencies, modernization, and competitive business processes.

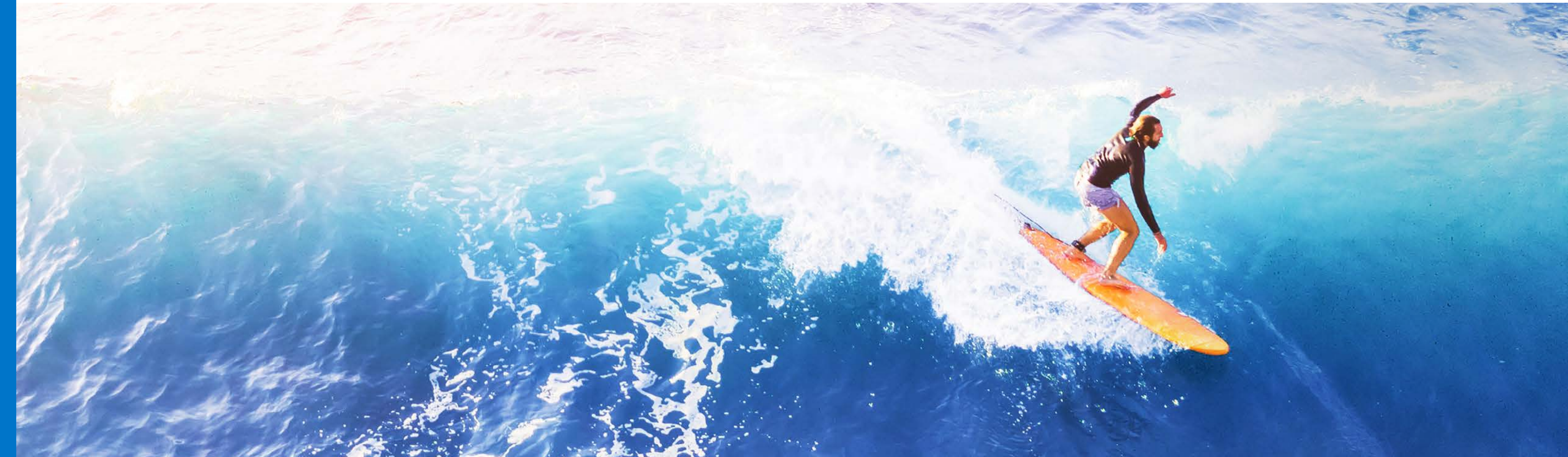
For the smoothest route from start to finish, let Organizational Change Management (OCM) be your guide to successfully maneuvering your technology roadmap.





# Chart a Course for Sustainable Change Management

Let us begin with the reason why you are making a change to SAP or upgrade to the SAP S/4HANA Cloud platform. The target is more than likely to standardize business process to align with industry best practices. The goal is to enable a more agile technology platform to allow for rapid adoption of business models with the latest smart technology – technology that empowers your ability to remain competitive.





# Goal of Organizational Change Management

Transition people through the changes and adoption of the Solution

## AWARENESS

Ensure people know about the change.

- Need no action from the people.
- Sharing information ONLY that change is coming!
- Current State will no longer exist.

## UNDERSTANDING

Largest amount of effort as people internalize the personal impact.

- Knowledge of personal impact & fear of lack of competence and loss of control.
- Fear is alive and well!
- Resistance is strong

## ACCEPTANCE

Behavior changes as people exhibit the new skills, and ways of working.

- I can do this!
- I am prepared and have learned new skills, and have an increased return of competence.
- Rewarded for new behavior adoption.

## SUSTAINABILITY

Process changes, training material, behavioral changes are part of the culture.

- Process maintenance and training material ownership complete.
- New roles are in place.
- Long-term support embedded.

Current State

Transition State

Future State

Spend majority of time / effort

Survey Gates



Organizational Change Management, when applied effectively, supports the behaviors that will give new technologies a fresh chance of success.

# Organization Change Management Ensures ROI

# 03

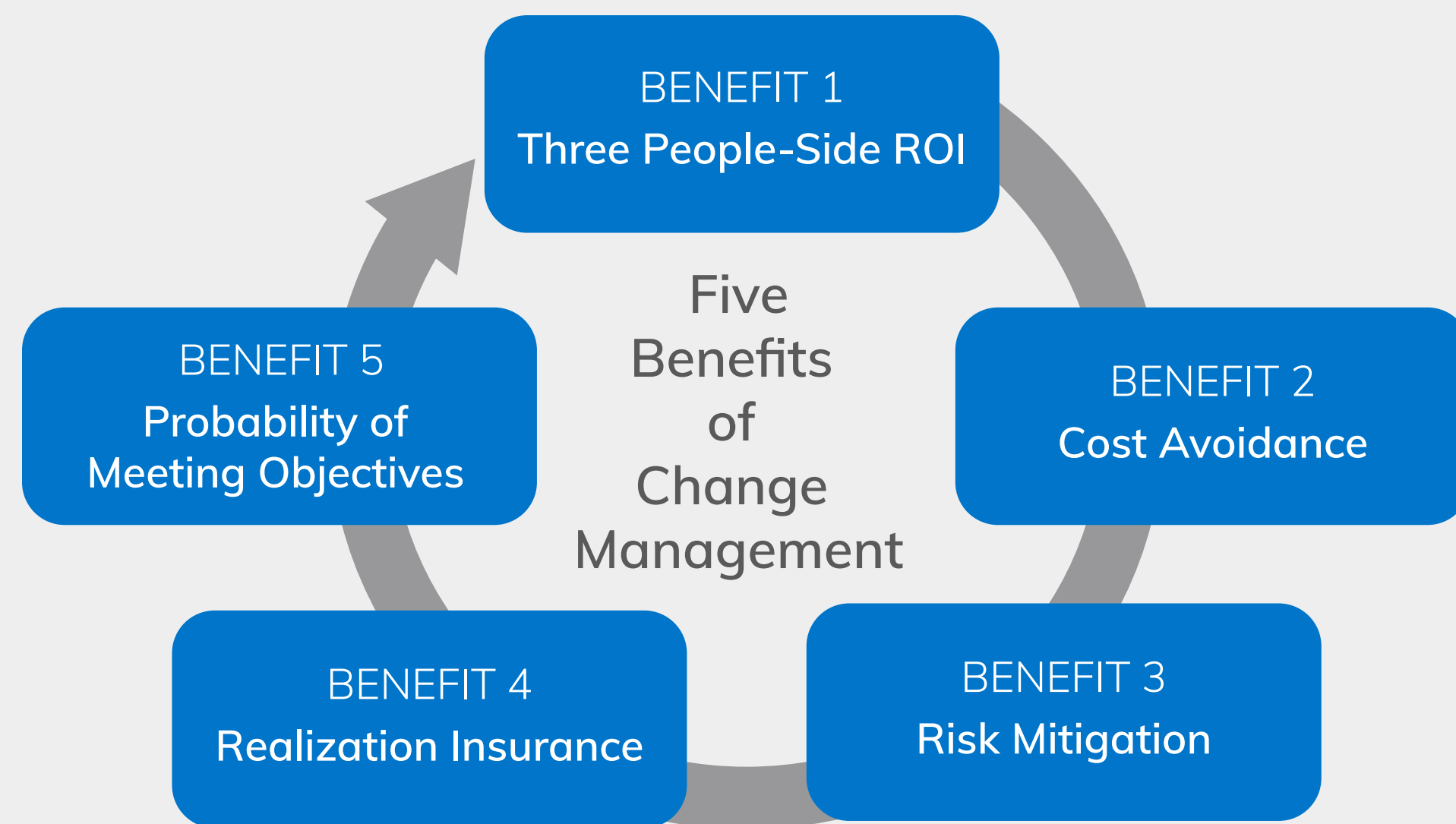
Organizational Change Management mitigates risks involved in implementations and raises the likelihood of ending up where you planned. OCM helps you to achieve the value you are expecting from your SAP application and business transformation. Here's how:



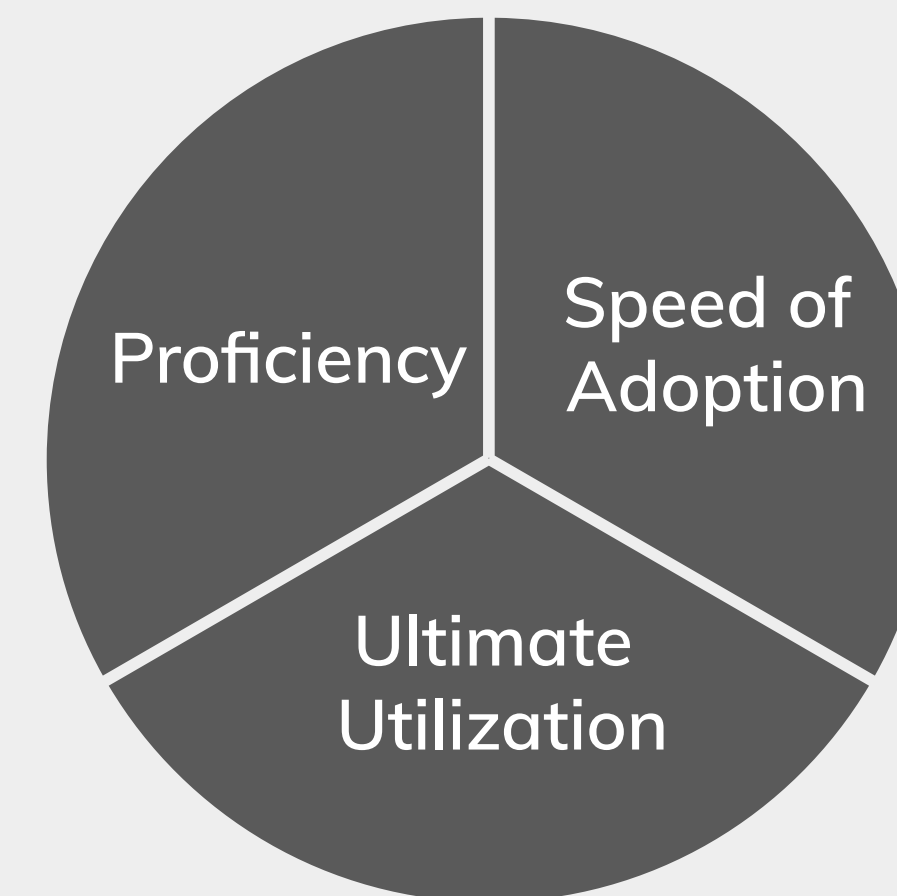
## THE 5 FIVE KEY AREAS TO LOOK FOR

- |                         |                      |                       |                             |                                |
|-------------------------|----------------------|-----------------------|-----------------------------|--------------------------------|
| 01<br>People engagement | 02<br>Cost avoidance | 03<br>Risk management | 04<br>Realization insurance | 05<br>Your business objectives |
|-------------------------|----------------------|-----------------------|-----------------------------|--------------------------------|

Properly applied, OCM quantifies the people side of technology implementation, making it easier to build the business case from the beginning and achieve value at the finish line.



How effective were employees at following the new processes or behaviors?



How fast do people adopt the new processes or behaviors?

How many impacted employee made the change, and how many did not?

Source: Prosci, Thought Leadership, Cost Benefit Analysis of Change Management, 2019



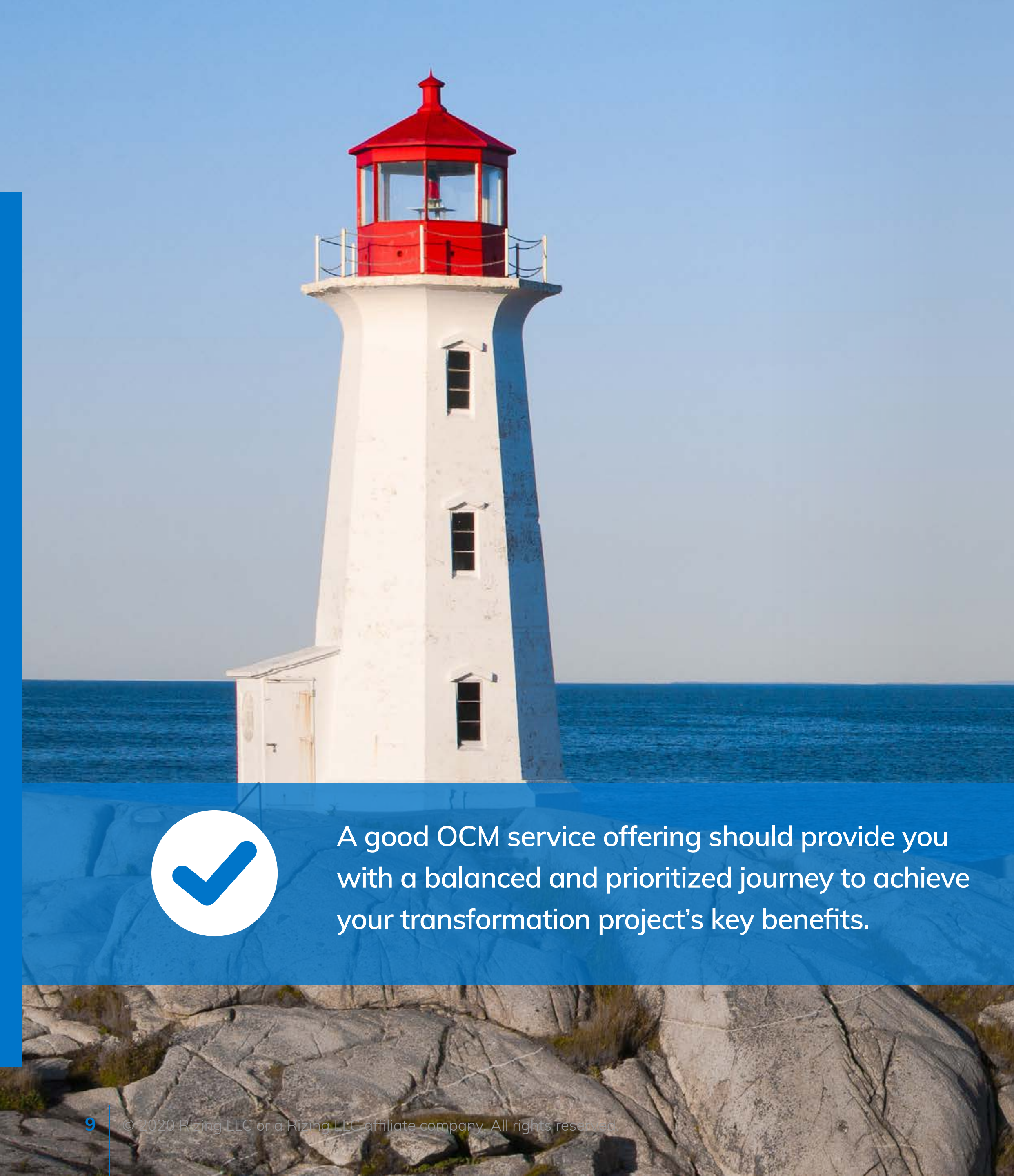
# OCM Aligns with your Organization's Objectives and Values

Organizational Change Management aligns your project with your company's culture, values, people, and behaviors to build employee awareness and engagement in your business transformation. This business transformation alignment will foster the adoption of new applications and processes.

Enabling your workforce to adopt new processes in a streamlined way will put your project in the best position for success, and maximize the value you are expecting, whether it be a new SAP implementation or another change initiative.







Rizing OCM methodology includes eight integrated road signs to guide you on the change journey.

- 01 Executive Alignment
- 02 Stakeholder Engagement
- 03 Business Readiness
- 04 Organizational Design
- 05 Communications
- 06 Learning & Development
- 07 Benefits Realization
- 08 Culture Transformation

An OCM partner will coach and support your leaders and workforce to successfully adopt the new behaviors and practices to become an agile and adaptive organization that can maximize your new technology.



A good OCM service offering should provide you with a balanced and prioritized journey to achieve your transformation project's key benefits.



# Why Adopt OCM as a Service?

Competing priorities and lack of resources can make it challenging for organizations to have in-house change management expertise. Rizing can provide expert practitioners backed with many years of practical business best practices knowledge, project teamwork and overall OCM experience.





Ultimately, people fear the unknown. Having an OCM strategy in place can help lessen that fear. Setting a standard for change early on and maintaining consistency can help create a more flexible and innovative workplace.

## Cultural Iceberg Model





# Begin your SAP S/4HANA Journey on the Right Foot

**By beginning your project with OCM, you set that positive standard for the duration of the implementation and beyond.** Over time, the usage of a change methodology will increase the trust your workforce has in your business and the decisions top management makes because they are familiar with the project's direction and the expectations and goals of leadership.

New SAP implementations are part of keeping up with the pace of change. However, it is important to realize that updated software will present its own challenges for your people. Having an OCM plan in place will help ensure a successful journey. You will arrive at your destination with few detours and with people who are prepared and engaged to work within your transformed business with increased confidence.

**Rizing is recognized as one of the premier SAP service providers worldwide, and our OCM team has the proven experience of successfully enabling numerous organizations.** We coach and support your leaders and workforce to successfully adopt the required new behaviors and practices to become more than an agile and adaptive organization.



**Rizing's OCM services will help set your organization on the right path to achieving the benefits for your transformation project.**





Contact us today to find out how we can help you map your own successful Organizational Change Management journey.

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