

Retail company successfully integrates change management into its ERP implementation

SITUATION OVERVIEW

A large global retailer in the process of implementing SAP software wanted customized, on-site training for the company's internal resources.

The company needed to implement inventory management modules while executing training and communications, but it had a lack of organizational change management experience.



Divisional Vice President
Large global retailer

AFTER WORKING WITH [PANORAMA] FOR ONLY A SHORT TIME, IT BECAME CLEAR THAT THEIR NUMBER ONE PRIORITY IS ENSURING THEIR CLIENTS' IMPLEMENTATION SUCCESS. AND SPEAKING FROM PERSONAL EXPERIENCE, THEY EXCEED THAT GOAL TIME AND TIME AGAIN.

OUR APPROACH

- Provided five organizational change management consultants to help maximize ERP system usage, end-user buy-in, and overall implementation results
 - Resources included an organizational change lead, training lead, and communications lead
- Created customized ERP training materials and spent a week on-site facilitating train-the-trainer educational sessions and workshops
- Trained the client's internal resources so the company could eventually execute change management activities entirely in-house



THE OUTCOME

- Successfully integrated organizational change management into the ERP implementation
- Realized significant cost savings
- Received SAP's Retail Implementation of the Year Award