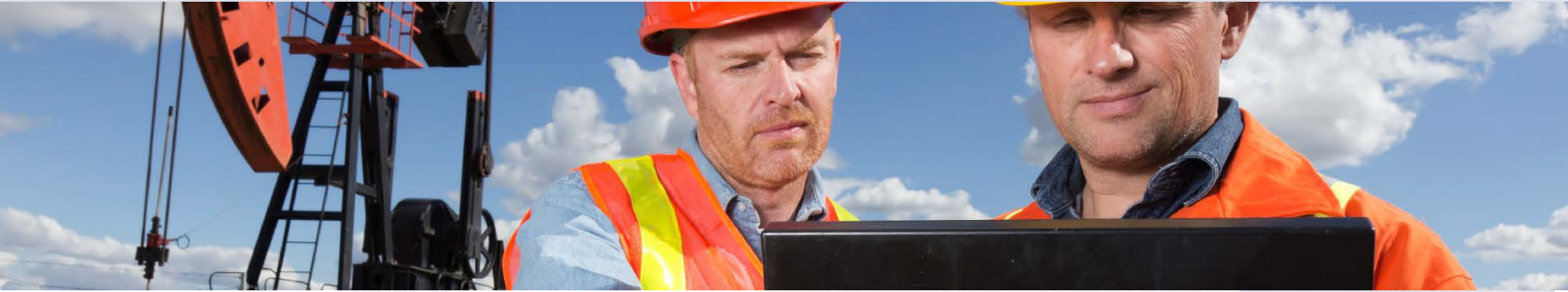# New Software Implementation | Change Management & Training

SITUATION

In line with the energy industry's move toward automation, a public utility wanted to roll out new software for its substation design team. The wide-scale change would affect 200 engineers with varying technology skills. The company needed a change management plan to ensure a successful launch.

The client wanted its draftsmen and electrical, mechanical and civil engineers to learn a new software program and how it integrated with the company's existing platforms and databases. The client used proprietary change management methodologies and desired to integrate training with its existing learning platform. The successful rollout required aligning the software vendor, internal IT management, end-users and human resources to support a change management plan.

SOLUTION

Successful adoption of the technology required a flexible training plan that aligned with the company's existing methodologies. SolomonEdwards began by identifying stakeholders and assessing end-user needs. SolomonEdwards then captured the impact to each group, the scope of impact, and which teams would experience the greatest disruption.

The consultant used this information to show stakeholders where there were gaps and vulnerabilities, and to establish a strategy for training. The change management plan included success factors, readiness assessments, and regular reporting to sponsors. SolomonEdwards worked with a cross-functional team that included a business lead, project managers, the software vendor, and IT experts. SolomonEdwards kept all stakeholders informed with regular reports throughout the engagement.

RESULTS

SolomonEdwards delivered results for both executive sponsors and end-users. Executives benefited from an integrated change management plan that captured needs, highlighted gaps, and measured progress. Engineers were trained through the company's existing learning platform and hands-on "open house" sessions, and kept informed through regular newsletters that conveyed the software's benefits, which included greater efficiency and improved safety. SolomonEdwards developed and executed the change management plan to deliver the desired results, helping the client adopt new technology on an aggressive schedule.

INDUSTRY:
Energy

DEPLOYMENT:
Individual

SERVICES:

Business Transformation

Change Management, Readiness & Adoption

Communications

Training Strategy & Execution

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Exceptional People for Complex Situations