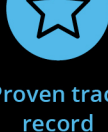# Deloitte.

Digital Enablement

Deloitte's Digital Enablement Change Management service is designed to partner and support all digital transformations, including large ERP and bespoke systems and deliver on the people-related complexities of these projects.
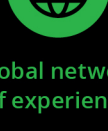
Solutions driven

Proven track record

Deep industry insight

Global network of experience

Purpose

Deloitte's Digital Enablement Change Management team helps organisations get the most out of their digital solutions by putting people at the core of everything. We focus on getting leadership aligned and people ready, willing and fully equipped to adapt to new technologies, ways of working and behaviours that will bring you one step closer to realising your digital transformation goals.

Reduced productivity dip

Accelerated change adoption

Risk mitigation, cost avoidance, increased benefits

Digital enablement benefits

Why Deloitte?

We have been recognised as the worldwide leader in change management and change consulting (IDC & Kennedy)

Our tools and accelerators speed up the process of enabling high impact organisational transformation. Deloitte's newest OCM accelerator – Change by Design – can be leveraged and tailored to the size and complexity of any project

We have an experienced global Digital Enablement Change Management team that can deliver continuity, breadth and depth of capability, and commitment to your transformation goals

Our team has a proven track record of enabling transformation projects with multiple clients in Ireland and hundreds internationally

Services

Change Preparation and Stakeholder Management
- Assess and manage organisational readiness
- Assess and facilitate leadership alignment and action planning
- Prepare and engage stakeholders

Capability Transfer
Plan, design, execute and manage the capability transfer process between subject matter experts and the organisation

End-User Training
Plan, design, develop and deliver the end-user training programme

Culture
Support in rewiring the organisation and embedding a new culture that is aligned with business strategy

Organisation Alignment
- Assess operating model impacts including process, ways of working and technology
- Plan, design, implement and execute role to position mapping
- Establish workforce transition plans

Communications
Plan, design, develop and deliver stakeholder communications throughout the project life cycle
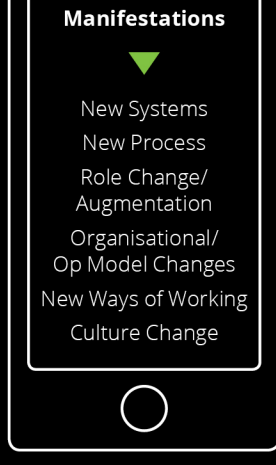
Organisation Design
Work with organisations to design and implement new roles, responsibilities, structures and ways of working to support the business strategy

Benefits Realisation
Support organisations in articulating and linking benefits of the transformation to strategic objectives Monitor and report the benefits

Drivers and Manifestations

Drivers
- Disruptive Technology
- Evolving Regulations
- Corporate Objectives
- Supply/Demand
- Social/Political
- Competition

Manifestations
- New Systems
- New Process
- Role Change/ Augmentation
- Organisational/ Op Model Changes
- New Ways of Working
- Culture Change

Our approach to Digital Enablement Change Management focuses on achieving the desired business outcomes in response to these drivers and manifestations through the use of key tools, change levers and targeted interventions to change behaviours.

Top Tech Trends – But don't forget your people

IT unbounded - The boundaries surrounding IT are fading as technology becomes integral to almost every business function and relationship.

Dark analytics - Advances in computer vision and pattern recognition allow companies to unlock insights from unstructured data that until now, have been lost in the dark.

Machine intelligence - Machine intelligence is helping companies make better decisions, embed complex analytics into customer and employee interactions, and—with adoption of bots and robotic process automation—automate increasingly difficult tasks.

Mixed reality - Companies are exploring more immersive and engaging ways to combine the physical world and digital systems, creating a new, mixed reality that's more natural, intuitive and intelligent.

Inevitable architecture - Open standards, cloud-first designs and loosely coupled architectures are the norm in start-ups.
Now, large enterprises have similar ambitions.

Everything-as-a-service - Traditional business products are being reimagined as services as organizations modernize core systems and the technology stack.

Key Questions for the C-Suite

- You have imagined a digital transformation that will have a profound impact on your business – but do you know what the impact will be on your people?
- 89% of business leaders tell us they don't know how to build the organisation of the future. Are your leaders prepared to be active and accountable for the journey to a digital business?
- Change management is a vital enabler of digital transformation – without it, we see a 70% failure rate in attempts to deliver new technology and ways of working. Do you have the right change leaders, and a change plan to support your ambition?
- Culture is critical to creating and maintaining the "DNA" of a successful digital business. How well do you understand your current culture – and can you describe the culture you need for the future?
- Most businesses are diverse and complex, with a lot going on and many priorities to balance. How will you know when your business is ready for transformation – or what should be done to get it ready?
- Communicating and engaging people on the transformation journey is vital. How clear is your case for change? Do your key messages reflect the business benefits you want to deliver?
- Embarking on the journey to digital enablement is energising and exciting for your business, but brings risk and cost as well. How well do you understand the risks to delivery and adoption?