Evolve Forever Change Management
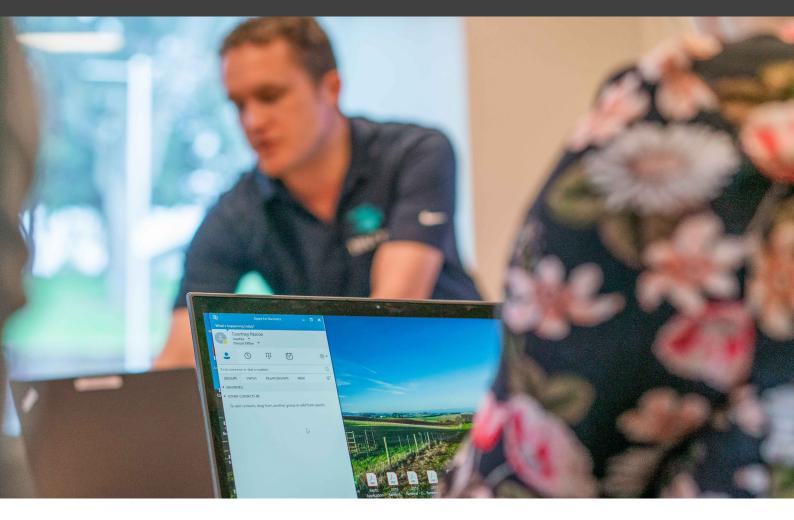
Evolve is IComm's forever change management as a service. It is designed to work with an organisation's employees on an ongoing, long-term basis to ensure change management efforts and investments are given every chance of exceeding expectations. Evolve is designed to get the best out of your people, technology, and change efforts, not just when the initial change is made, but into the future.

IComm's Evolve Forever Change Management includes:

1. Evolve Change Management Concierge

Evolve provides access to IComm's Change Management Concierge, which allows organisations to leverage our practitioner's knowledge and experience to support the entire organisation through past, existing and future technology change initiatives.

Our change experts are ready to be called on at any time to help your organisation work through the steps required, whether it be advice on cultural change, support around resistance from users, or affirmation that your team is following best practice behaviours.

2. Evolve User Personas and Profiles

Organisational User Personas and Profiles can change over time. With Evolve, users can be re-profiled regularly to ensure the technology is aligned with individual team workflow practices, so that the business gets the best from the technology investment, and end users are engaged with the solution. Evolve also offers the opportunity to profile new or other departments and teams that were not profiled during the initial change.

3. Evolve Helpdesk Aid

Evolve is there to provide 'aid' to an organisation's helpdesk, so it is positioned to best deliver support to end users. Supporting a new technology - unified communications/voice - is now the responsibility of your helpdesk, and additional resources are required for this to run smoothly. In order for the helpdesk to manage the new technology in the best possible way, Evolve Helpdesk Aid, ensures your help desk has the knowledge and skills required to be confident in supporting end users.

Evolve Helpdesk Aid includes:

• Training/assessing basic trouble shooting
• Replications of faults
• Categorisation of faults
• Dos and don'ts

• Tips and tricks
• Vendor support
• Vendor and/or internal escalations
• Environmental
• Systems
• Dependencies

4. Evolve Service Aid

Evolve Service Aid focuses on growing the service skills of an organisation's helpdesk. We help shape and further improve your help desk by developing and improving the following skills:

• Communications
• Customer service
• Responsiveness
• Empathy
• Teamwork
• Problem solving

5. Evolve Staff Fulfilment

To ensure staff are satisfied, change management measurement is not a once off, but an ongoing commitment. Evolve Staff Fulfilment provides an organisation with statistical and anecdotal data, as well as measurements on the adoption, utilisations, and satisfaction with the technology on an ongoing basis.

By using a combination of surveys and interviews with a wide selection of staff, Evolve compiles a comprehensive report. This report also contains recommendations and remediations to further increase utilisation and support ongoing growth and future change.

icomm