



Business readiness

We manage delivery and ensure your business is ready for change

What is business readiness?

Business readiness is a term designed to describe the process of controlling any business change, by ensuring employees and management teams are able to efficiently and safely move from one mind set or environment to another. Business readiness manages this by ensuring that those affected by change are fully equipped and supported with the tools, controls and equipment that are required prior, during and after implementation.

What do we offer?

Business change can be a complex affair, and the benefits of a team of experts specifically concentrating on ensuring the operation is prepared for change are numerous.

Led by our Prince2 accredited project managers and supported by business analysts and Lean Six Sigma experts, our business readiness team can cater for anything from large scale, long term programmes to bespoke small changes with challenging timescales. Using a catalogue of agreed, tested and consistent methodologies we can deliver any part or all of the following;

- Governance
- Run workshops and meetings with all outputs documented
- Effectively manage all risks and issues
- Make sure all approach documentation is produced and signed off with required stakeholders
- Provide supporting management information and updates
- Operational impact assessment
- Measure the 'as is' and 'to be' process times throughout the project lifecycle to fully understand the impact of staff change
- Utilise the relevant tools and techniques to aid benefits realisation
- Understand and manage any defects.

Pre implementation

Work with your organisation to agree and document any pre implementation requirements;

- Create an implementation strategy
- Effectively manage the implementation handover and project closure

“Is your business equipped to deal with change?”

Mitigating the risk and maximising the benefits of change



- Provide implementation training
- Fully support your business through any transitional period
- Post implementation
- Provide floor walking and support activities
- Document and provide on going user guides and procedures
- Provide practical help
- Support post implementation changes.

What are the benefits to you?

We can offer a full consultancy service covering all aspects mentioned above or we can provide specific aspects to meet your particular individual needs, also including but not limited to the below.

Communications

- Ensure effective communication is used across all stakeholders utilising various mediums e.g. knowledge libraries, poster campaigns, forums
- Obtain engagement of your operation and support them throughout their change journey
- Deliver practical, instruction based communications during any and after implementation.

Supporting documentation

- We can document any change/solution for your operation including any in-flight procedures, flow charts and user guides that are required
- Document training material.

Process rationalisation

- Rationalise processes where possible using our Lean Six Sigma Green Belt/Black Belt qualified practitioners.

Design support

- Ensure compliance with your organisational design principles
- We have a proven track record of delivering business readiness activities and we will be able to mitigate the risks that change brings, whilst ensuring that any benefit opportunities are maximised.

In managing your business readiness we will ensure your teams are fully equipped to deal with any change with confidence.

If you are interested in learning more about business readiness or any other services in our portfolio, contact us at

oeservices@capita.co.uk

Listen
Create
Deliver