



ADAPTATION[®]
CHANGE MANAGEMENT CONSULTING



Turn and Face Change

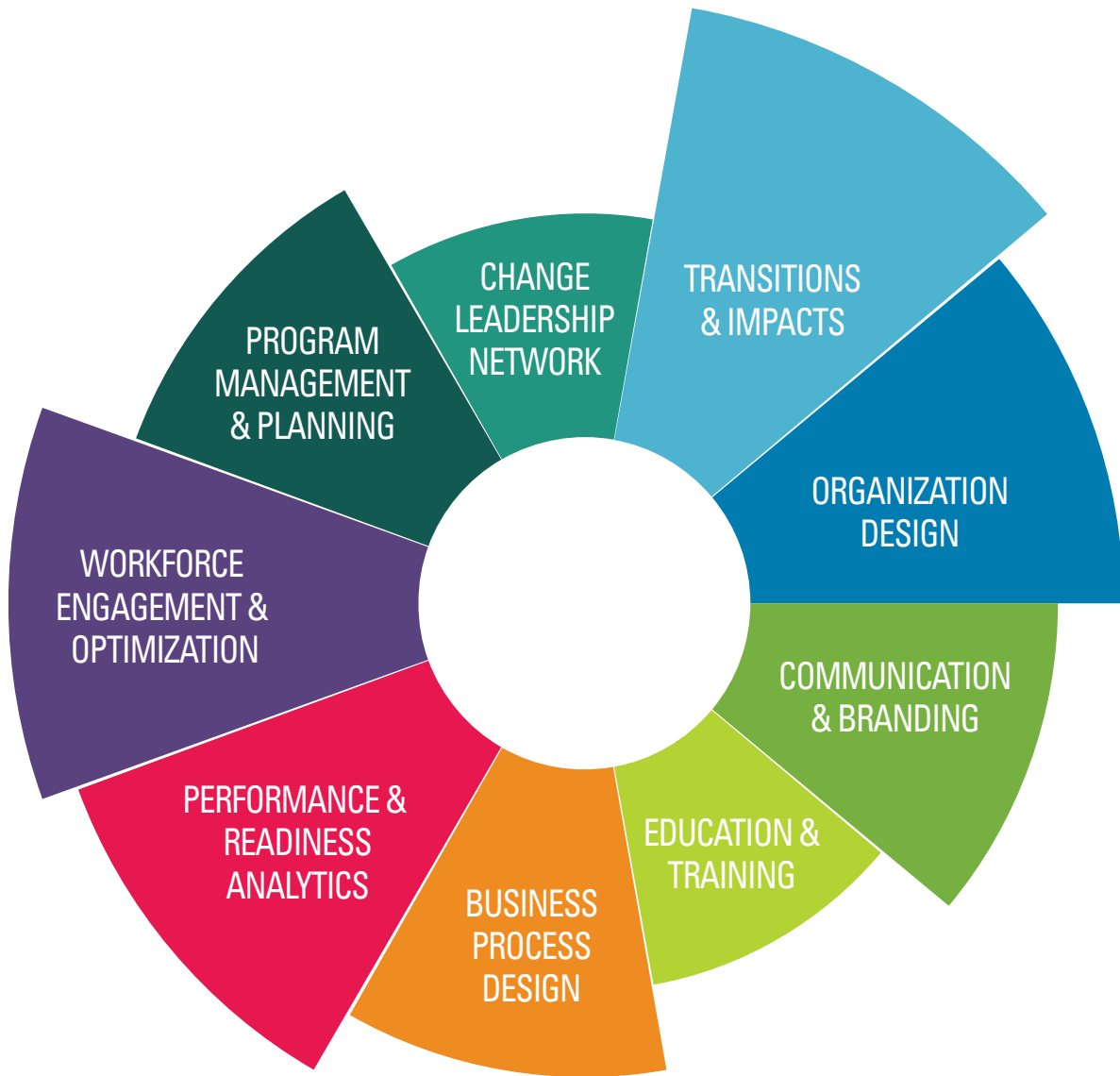
Nine Ways. One Company. Endless Possibilities.

Change is Hard Work

Many business leaders will look back on periods of change and corporate adjustment and wish they had done things a little better, a little differently. Perhaps they thought they could move their organization forward by implementing new technology or streamlining their processes. Ultimately they discovered that projects without a focus on and investment in people only delayed progress and disrupted operations.

If your company is about to embark on change, let ADAPTATION® guide you from the start. We take a holistic approach to managing change that unites nine elements of change into one cohesive program. We not only define the changes with you, we move your workforce to adapt to those changes.

Optimize your return on investment. Realize the benefits of the future vision of your organization. Integrate the ADAPT Method® into your organization.



9 Ways to Change, One Way to **ADAPT**

Adaptation takes place when all nine change elements converge for optimal results. The ADAPT Method connects change activities within these elements and reinforces them at every state of transition. This is not just about implementing new business models, technology and processes. It's about empowering people and giving them the tools they need to succeed: Strong leadership. A solid plan. Well-defined goals. The right infrastructure. Ongoing education and training. Measurable results.

About ADAPTATION

ADAPTATION specializes in the design and implementation of change management solutions to accelerate the transition to new technology, organization structure, business processes and business models.

We work with you to navigate change in a way that improves your organization's performance, empowers your employees and successfully turns your business around.

The ADAPT Method is available for licensure.

Our Products Structured but Flexible

The ADAPT Method is a suite of integrated products that help people to adapt to change in the work environment. Our ADAPT Method makes change management concepts tangible and measurable. Our best practice experiences are integrated in our Method.

Our Services Universal but Tailored

Our team partners with yours. We work closely with you to determine the best way our nine elements work to meet your unique needs. We work with you to customize, implement and transition your teams. We have the experience to know how to prioritize every detail of your project.

When to ADAPT

There are certain business events that will require your workforce to change. The faster and more efficiently you adapt to that change, the faster and better your investment goals will be achieved.

These are just some of the business events that require a comprehensive change management program:

- Cloud Technology and SaaS
- Finance Transformation
- Global Market Expansion
- Human Resources Transformation
- Mergers & Acquisitions
- New Technologies
- Reorganization
- Service Delivery/Sourcing
- Shared Services

How to ADAPT

- Engage ADAPTATION as Your Strategic Partner
- Prepare Your Workforce for Change
- Leverage the ADAPT Method
- Celebrate Your Business Success



Adaptation takes place when
all elements of change
come together in a cohesive
program.

CASE STUDY: **Success is Sustained by Design**

Outdated Technology
Inefficient Business Processes
Slow Cash Flow
Duplication of Work Activities
Frustrated Employees
Unhappy Customers

WHAT YOU SEE: **No Way Out**

When your organization is trying to reorganize and shift work to a shared service center or third-party provider, you can start to feel overwhelmed. You know that change is necessary — you have too many people doing the same thing at different sites, you are performing too many tasks manually that should have been automated years ago, you are spending too much money, and you can't seem to establish a respectable cash flow.

You need a long-term solution that is cost effective, productive and sustainable. You need a new organization model and business work flow, and a dedicated team that is open to change, eager to learn and committed to stay.

You need to redesign your organization and operations and prepare the staff for new tasks, roles and responsibilities.

WHAT WE SEE: An Opportunity for Shared Services

A media and entertainment company approached ADAPTATION seeking a solution to a common problem: How to redesign business processes, leverage existing technology, and retain and retrain its workforce through a complicated move to Shared Service operations.

ADAPTATION helped the company reorganize its Shared Service group and become more “customer-oriented.”

The program involved:

- Adopting new roles and responsibilities
- Coaching company leadership
- Consolidating services and customer databases
- Creating and monitoring performance metrics
- Creating new business processes with a focus on the customer experience
- Leveraging existing technology that was inactive
- Providing custom education and training

With a newly energized team in place, the organization is now better able to focus on its customer accounts, manage and track its digital business sales, improve cash flow and take full advantage of its technology investments.

Centralization improves
customer experience & gains
100% satisfaction rating

WHAT YOU SEE: A Siloed Organization

When your organization is struggling to become more productive and do more with less, you may not be sure where else to find savings and efficiencies. You may see multiple companies and divisions operating on their own, a disconnected workforce, redundancies in technology, excessive reports, critical data in several different places, and other casualties of a siloed organization structure.

You know you need to unite your organization. You know standardization will be complex. You know you need to make your business processes more efficient.

You need an integrated change management program as part of your transformation initiative.

WHAT WE SEE: An Opportunity for Standardization

A worldwide financial services firm came to ADAPTATION looking to manage a finance transformation effort that included new technology, standard processing, a global chart of accounts and new business reporting throughout the Americas, Europe and Asia-Pacific.

ADAPTATION developed a standard but flexible approach that was applicable to all regions of the organization, which addressed the culture and unique procedures of each country while implementing new global standards.

Our Method included:

- A sustainable change network
- Activity-based task analytics
- Centralized communications
- Creative branding
- Customized training
- New reporting and information access
- Periodic readiness metrics
- Redesigned organization
- Standard global business processes

An integrated finance/accounting team now works together despite disparate geographic locations and time zones. Global transparency to country performance allows management to act quickly when important decisions are required. Redundancies were eliminated and overall cost savings are over \$10 million per year.

TRANSPARENCY
DRIVES

**OVER
\$10 MM**

IN ANNUAL
COST SAVINGS



WHAT YOU SEE:

Slow Growth & Increased Costs

Your company has a strong industry presence, but its Human Resources processes, policies, plans and programs are all over the map, with a scattered workforce of individuals functioning independently at multiple locations. Change has been slow and costly. As your company continues to expand its reach, you need to establish new ways to manage costs and resources, measure alignment to global standards and accelerate technology implementation.

You need a change management partner who can take your company to the next level swiftly and efficiently, and help you to accelerate the implementation of Human Resource technologies.

OVER

96%

ALIGNMENT WITH
BUSINESS PROCESS
STANDARDS
ACCELERATES
GLOBALIZATION

WHAT WE SEE:

An Opportunity to Accelerate Globalization

A technology leader approached ADAPTATION seeking to introduce new global standards for Human Resources (HR) and speed the implementation of SAP and Workday technologies.

ADAPTATION worked closely with the company's internal team to develop an HR Harmonization Methodology to evaluate its processes, policies, plans and programs by HR function. ADAPTATION defined metrics to track the percentage of compliance with global standards by country and functional HR area. Local standards were validated against legal constraints to determine which items would not comply with global standards.

The team found that the methodology was successful in creating a formal and tangible method of evaluation. The metrics were valuable to pinpoint critical deviations from standards. The development of global standards for processes, policies, plans and programs was a core component of the evaluation and required participation of cross-functional teams and leaders. Movement to these standards accelerated the implementation of SAP and Workday. Over 96% of the global standard processes that were defined could be implemented and supported by their new technology.

ADAPTATION has partnered with clients in a wide range of industries. Some of our clients include:

- » ADP
- » AIG- Asset Management
- » American Red Cross
- » City of NY: Board of Education
- » Ernst & Young, LLC
- » GlaxoSmithKline
- » IBM Global Services
- » Jaguar Land Rover
- » KPMG, LLC
- » MasterCard
- » MetLife
- » MTV Networks
- » Pew Charitable Trust
- » State of NJ: Family & Children's Services

Maximize your business investment and meet your strategic goals through proven change management solutions. Contact us today.



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