

# GAS UTILITY COMPANY

## Change Management, Training Management & Training Delivery

### CASE STUDY



## THE CUSTOMER'S CHALLENGE

This Utility Company embarked on a programme to deliver new mobile technology to its Field Engineers and a major upgrade of all hardware and core software applications for its office-based staff and management.

The programme brought about significant change, due to the introduction of new technology and processes coupled with extensive cultural change, in particular to field-based staff, which required specific management to ensure effective deployment and adoption.

DNASTREAM was appointed to support the programme in a number of different ways, including:

- Developing and delivering a change management programme, involving:
  - Thorough Change Readiness Assessments across the business
  - Deep and extensive stakeholder engagement to address change impacts across the various stakeholder groups
  - Development of a comprehensive change strategy and change management plan
- Management of the Training work stream
- Development of training materials to support deployment across all audiences
- Delivery of classroom training, covering:
  - The upgrade of Microsoft Office applications for office-based staff
  - The deployment of smartphones and associated applications for all staff (field and office-based)
  - The deployment of tablets to field-based staff and management
- Deployment of the DNASTREAM Rapid Launch™ Learning Management System to support the administration and delivery of training across the organisation

## FACTS & FIGURES

Client:	<b>Utility Company</b>
Location:	<b>UK</b>
Industry:	<b>Utilities (Gas)</b>
Value of Engagement:	<b>£800k</b>

**Key Features:** Change management, training management, training delivery, LMS deployment, Microsoft Office, mobile working

### Summary:

DNASTREAM were appointed due to our track record of managing large change programmes involving field-based staff. The customer required national support across its workforce to ensure effective deployment and readiness for 5,000 users.

## WHAT WE DID

DNASTREAM assumed overall responsibility for managing the change management, training delivery and on-site deployment, including:

- Carrying regular and comprehensive Change Readiness Assessments to understand the position of the organization in relation to its ability to effectively deploy and accept the changes being brought about by the programme, and the progression towards readiness
- Developing the overall programme Change Strategy to address the key areas of change impact and establish a range of tools and techniques to ensure the successful adoption of change
- Defining a Stakeholder Map and Stakeholder Engagement Plan for the programme, identifying all affected and responsible parties, including the Communication Plan for all areas of the programme
- Creating a Training Needs Analysis to define the required training curriculums and roles, along with identifying the existing knowledge spectrum
- Developing the training plans and creating training materials to support deployment of smartphones and new applications to all field-based and management staff nationally, including the induction of users into the new technology

- Delivering classroom-based smartphone training nationally, across 40 sites and covering approximately 3,000 users
- Developing the training plans and creating training material to support deployment of approximately 2,000 upgraded laptops and desktops, which included upgraded Microsoft Office applications
- Delivering Microsoft Office training to all laptop and desktop users
- Developing the training plans and creating training materials to support deployment of approximately 3,000 tablets and associated business applications to the organisation's field-based staff and managers
- Delivering classroom-based tablet training nationally, across 40 sites
- Deploying the DNASTREAM Rapid Launch™ Learning Management System to support the administration and delivery of the tablet training

## KEY BENEFITS DELIVERED

- Smartphones deployed and trained out to 3,000 users within nine weeks
- Tablets deployed and trained out to 3,000 users within 13 weeks
- Laptops and Desktop upgrades deployed and trained out to 2,000 users within 9 weeks, concurrently with the tablets
- Successful adoption of new applications and technology by all user populations
- Very low levels of post deployment training required, indicating high levels of user adoption

*The successful delivery of this type of large-scale, national change and training programme, involving 40 sites across the UK and approximately 5,000 customer staff, serves to demonstrate DNASTREAM's ability to support and effectively manage the adoption of new technologies and modern business processes within highly mobile workforces. Once again, DNASTREAM's Rapid Launch™ Learning Management platform has proved invaluable in simplifying the administration of complex and highly interdependent training delivery requirements.*

**Andy Milner, DNASTREAM Managing Director**

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