



Top 5 Change Management Pitfalls to Avoid

Navigating software change can be a rollercoaster. Getting everyone to embrace new processes, overcoming resistance from stakeholders, and managing the transition from one system to another is challenging when you haven't done the necessary planning and preparation. To ensure a successful and seamless technology implementation, avoid these five change management mistakes:



Lack of Leadership Support

Effective change management requires strong senior-level support and involvement. Not having full leadership buy-in on the new technology, business case, and KPIs can be a huge detriment to your project's success. Additionally, not having a top-down communication plan for conveying the reasons behind the change, the benefits, and expectations around the adoption and usage can lead to resistance from employees and undermine the entire project. Ensuring that leadership and the stakeholders leveraging the new technology are involved as early as possible will help ensure a successful transition.

Poor Project Planning & Assessment

Deploying new technology without having a clear understanding of your organization's current situation and the processes that are driving the need for change can lead to a longer Time to Value, higher costs, and missed value opportunities. Companies must perform a comprehensive assessment of their current systems, identify the pain points and needs of the impacted stakeholders, establish goals and objectives of the proposed change, and create a timeline with important project milestones.



Absence of Success Metrics

Without establishing KPIs and evaluation criteria, assessing the adoption, progress, and success of the new technology will be difficult. Company leadership must clearly communicate project goals and KPIs, and establish accountability for project milestones among each stakeholder to ensure high adoption and success. Experienced partners can be a huge help during this process because they conduct a stakeholder analysis and impact analysis that will clarify each stakeholder's role in achieving KPIs and define specific process changes that will lead to measurable results. This is a critical step because the outcome governs the communications and engagement plan for your entire organization.



Failure to Tailor Deployment

Not tailoring your deployment approach based on your organizational structure and readiness will impact the success of the project and its adoption. Deciding between a phased rollout and an enterprise-wide 'big bang' deployment should depend on resource availability and organizational readiness. If you don't have the internal resources and stakeholder commitment to support an enterprise-wide deployment, you should look at alternative deployment plans. Oftentimes, organizations with limited resources will perform an initial rollout with stakeholders who have the largest impact on the success metrics defined in your business case. These stakeholders and their results will help validate business benefits and increase the adoption in subsequent phases.



No Phase-Out Plan

Not having a plan to phase out existing technology and processes that will be replaced can lead to disruption and a longer Time to Value. Organizations should develop a distinct plan that defines the requirements and steps for moving from one system to another. This should include the systems that need to migrate, what will be done with legacy data, and a plan for migrating transactional data. Additionally, it's critical that you communicate extensively and collaborate with the impacted teams to manage the cutover process and ensure there's minimal disruption during the transition.

