

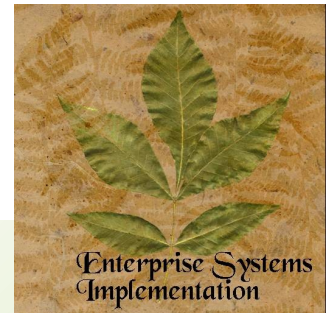
# Enterprise Systems Implementation Support

The two most significant and costly elements of an organizational change effort are new or transformed technology and helping people adapt to the new technology. The Center for Organizational Excellence, Inc. (COE) has experienced the difficulties and details involved in designing, developing, and implementing major IT systems with complex requirements and multiple stakeholders. We know that failing to successfully address the people issues, technology, and organizational systems planning can often derail the most brilliant system designs, often resulting in failure or less than successful or optimal implementations with very high price tags.

## What is Enterprise Systems Implementation Support?

COE's enterprise systems implementation support incorporates many interdependent services to ensure an effective implementation from the front end, deployment, and back end of the implementation including:

- Requirements support
- User advocacy and management
- Configuration management
- System documentation
- Testing
- End user advocacy
- Workflow design
- Legacy system retirement planning
- Facilitating a governance structure
- Leadership communications
- Training—users, administrators, leaders, etc.
- Change management
- Documentation
- Policy development or revision
- Feedback capture and decision making
- Help desk
- Effectiveness assessment
- Monitoring and maintenance
- Change control
- Reporting
- Quality assurance



## What are the Benefits?

Enterprise systems implementation support offers your organization:

- An effective return on investment for the money spent
- Clarity in new roles and systems for all
- An effective transition to the new system
- On-time within budget execution

## What can COE Offer?

- For over 25 years, COE has supported major Federal and commercial systems implementation projects
- An opportunity to focus on the critical business and organizational factors
- Help with all the management, transition, and implementation requirements of moving to a new or transformed IT system

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