

Energy Provider Seeks Organizational Change Management for Internal Communication Software Migration

A leading Fortune 100 competitive energy provider with multiple locations and divisions began piloting Microsoft Teams for calls, chats, and meetings in preparation for the eventual decommissioning of its current business communications platform.

THE CHALLENGE

Quickly implement OCM

The company quickly realized Microsoft Teams' potential to enhance employee collaboration and the remote work experience. The company's leadership team decided to expedite the deployment of the application enterprise-wide but recognized they would need organizational change management (OCM) support to ensure an efficient rollout to remote teams.

THE SOLUTION

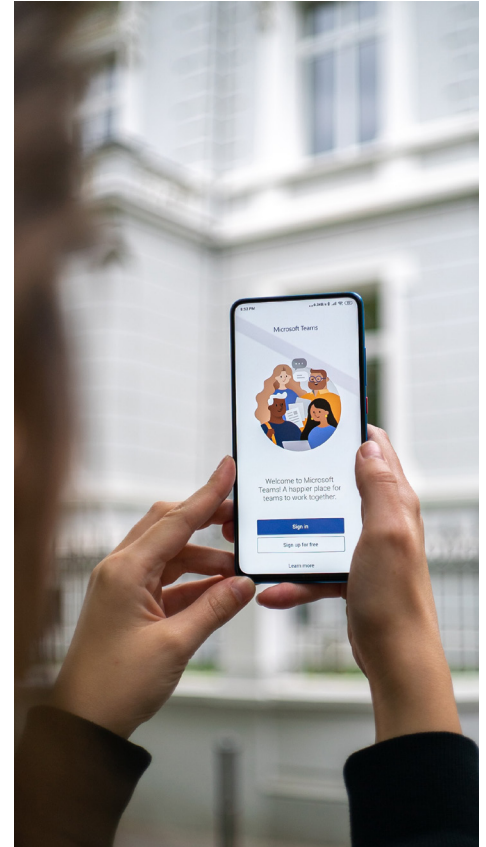
Create an effective OCM strategic plan

The company engaged Judge Learning Solutions (JLS), a division of The Judge Group, to determine the change resources necessary to rollout the application. JLS' OCM team created a fully remote, multitiered change strategy to guide employees through the migration with minimal discomfort. The team did this while prioritizing the need for an accelerated timeline, minimal business disruption, and a nominal increase in traffic to the IT help desk.

THE RESULT

Company's most successful IT rollout

The OCM strategy and execution that Judge Learning Solutions designed and implemented included leadership outreach, a true partnership with the company's IT department and OCM departments, and available resources to address employee questions and concerns. The solution was quickly rolled out with virtual and in-person instructor-led training sessions. Within three months, JLS trained over 44,000 employees across the U.S. The company said it has been one of its most successful IT rollouts in both adoption and employee time to proficiency.



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