

HRTECH Outlook

JULY - 03 - 2019

ISSN 2644-2477

HRTECHOUTLOOK.COM

Top 10 Change Management Consulting/Services Companies - 2019

As organizations move forward, abiding by the mantra—“embrace the change,” the service providers for change management in the market suit up with the best of tools they’ve got. These service and consulting companies are emerging as the catalyst for guiding the companies through their phases of transition for both organizational and transactional changes.

Irrespective of the size of the change, organizations are employing different kinds of change management tools. However, considering the lack of knowledge about the technological solutions in the market and its complexities, change management services and consulting firms are now coming up with modules that can help their clients with an inspiring transition. There are some service providers who

also dealing with problem and incident management, and are utilizing more sophisticated technologies to improve future planning by helping organizations document their plans and tests regarding their future projects.

To have a greater understanding of the nuances and further scopes of change management industry, a distinguished panel comprising CEOs, CIOs, VCs, analysts, and the HR Tech Outlook’s editorial board has reviewed the top consulting companies in the change management domain. In our selection process, we looked at each of the vendor’s capability to fulfill the correct implementation of the technology.

We present to you HR Tech Outlook’s “Top 10 Change Management Consulting/Services Companies – 2019.”



Company:

Illuminative Strategies, Inc.

Description:

A management consulting firm offering change management, business process optimization, project management, and more to clients globally

Key Person:

Geralyn Anastos
President & CEO
Kent James
Executive Director & COO

Website:

illum-strat.com

illuminative Strategies, Inc. A Balanced Change Approach across People, Process, and Technology

Managing change continues to be a daunting task with many tactical challenges. Included in these challenges are staff change fatigue, organizational change success history, varying customer expectations, undocumented processes surviving by tribal knowledge, lack of key opinion leader awareness, extensive process cycle times, and under-realization of technology return on investment. According to Kent James, Executive Director and COO, Illuminative Strategies Inc. (ISI), the recipe for successful change management entails aligning the Change Trinity of People, Process and Technology. “Change Management should be purposefully timed across People, Process, and Technology. None of these will be successful without tight integration of all three,” he begins. When orchestrating truly effective organizational change, he believes none of these aspects stand alone; they are interconnected and should be treated as such. To bring these elements together, Kent and his ISI team utilize their unique approach to Lean to deliver successful business process optimization initiatives and related organizational change management.

Unfortunately, many of the projects undertaken by ISI are retroactive versus proactive; typically, an organization’s “call for help” comes after technology customization and implementation rather than before. The calls are often triggered by an under achievement of expected benefits and the desire to understand why and then remedy.


To achieve truly successful change initiatives, the ISI team guides its clients through business processes optimization and managing the people side of the change before a technology implementation. “We find many organizations default to significant amounts of software customization versus fully leveraging out-of-the-box capabilities. Often, these customizations will not leverage the available best practices inherent in most out-of-the-box solutions, which significantly increases the total cost of technology ownership over time,” stresses Kent.

For ISI, change management starts with the proactive involvement of the end-to-end process stakeholders in open and transparent dialogue eliminating process knowledge silos. ISI guides clients through the development of a detailed understanding of their Current State business processes. Once a detailed current-state understanding exists, a Lean assessment will identify improvement opportunities. ISI

develops and explains the pros and cons of each improvement opportunity to organizations. “We recommend piloting the improvement opportunities while tuning processes incrementally during implementation. This is the fundamental concept of continuous improvement,” explains Kent. What makes ISI unique in the industry is its focus on not just solution identification, but tactical, facilitated implementation.

ISI facilitates active learning, which involves guiding clients through iterative pilots and tuning the process at every step based on iterative lessons learned. As Kent puts it, “Beyond just training, we believe in encouraging dynamic invention and staff empowerment to challenge the norms and continuously improve processes.” ISI commonly achieves efficiency improvements above 50 percent using its highly facilitated approach to business process optimization and change management across People, Process, and Technology.

ISI recently completed a hiring pilot for a state agency. In the beginning, the process involved an underutilized HRIS system, almost 95 percent manual and paper-based processes, and the average hiring cycle time was over ten months. Additionally, the agency practiced broad skill categorization rather than focusing on position-specific knowledge, skills, and abilities (KSAs) during the hiring process. Utilizing their unique approach to guiding change across People, Process, and Technology, the ISI Team achieved an 85 percent reduction in the overall hiring cycle time and over 95 percent reduction in paper used. As a final step, ISI developed Standard Operating Procedures empowering the agency with the ability to continue its optimized hiring process.

With an annual growth rate of more than 50 percent, ISI continues to partner with technology solution providers to optimize the business processes of their clients before IT solution implementation. “We encourage organizations to become proactive in optimizing their business processes prior to investing in technology,” concludes GERALYN. 



Geralyn Anastos



Kent James