

Organizational
Change
Management
Consulting
Practice



Lead Transformational Change

Over 80% of executives view 'substantial change' as their biggest challenge¹ – and 50% of all strategic initiatives fail due to inadequate or misdirected change management². Change can be a risky business. It involves manpower, cash and capital expenses, and it can even affect your reputation and shareholder equity. The greatest variable in the process is your people, and their participation is critical to success. Business benefits are directly tied to the extent to which people adopt and optimize use of new technology, tools and processes. That's where Ricoh's Organizational Change Management consulting can help. We have the expertise, the experience and the proven tools to help you lead and manage change – that sticks.

A Proven Formula for Success

Ricoh leverages a delivery-based, collaborative and proprietary methodology to implement customized strategies in support of enterprise, transformational and departmental initiatives. Because change requires a significant investment of your company's resources, we begin with a change management assessment – this helps us determine how to "right-size" our plan. Working in tandem with key project stakeholders, we develop an in-depth change management roadmap, providing support during and post implementation. Our methodologies and collaborative approach ensure we achieve sustainable outcomes.

Measure What Matters

Change management is a marathon – not a sprint – and senior executives can unknowingly trigger change failure by declaring success prematurely. When it comes to consulting, you need a partner that can guide you through every step, keeping you focused on real results. Using the performance metrics that our smart devices and other available dashboards and analytics capture, we are able to help you determine how to use this data to maintain focus on elements that will deliver the targeted ROI.

Deliver Results

The depth and breadth of our experience have allowed us to work collaboratively with clients to drive operational efficiencies that streamline workflows, improve labor utilization and overall productivity, increase internal and external customer satisfaction, increase revenues and reduce S,G&A expense. Getting buy-in, assigning resources, building communications and training are all necessary for making a change. However, if you don't deliver sustainable outcomes that can be repeated and maintained, there's a good chance the organization will revert back to the old way of doing things. Ricoh's consultants build a strong transition plan that will ensure the change will stick and that can be utilized for future changes.

Build Your Change Muscle

Effective change management doesn't happen remotely. Change is best set up for success from the inside. That is why knowledge transfer is built into the way we work. We pass on what we've learned in our own experiences – because we're living proof that it works. At Ricoh, we utilize small consulting teams, demand client involvement, practice side-by-side coaching and value informal teaching. You'll gain the internal capability to manage change when we are done – so you know what to do the next time substantial change comes along.

Why Organizational Change Management?

- Measure real results with an analytics-based approach
- Define success, prepare leadership and align your workforce to make change stick
- Develop a change agent network for future change initiatives
- Drive ROI through effective change
- Create a scalable process that can be adapted for use in the future

You may also be interested in:

- Business Process Agility
- Governance, Risk & Compliance
- Enterprise Mobility

¹ IBM Global CEO Study

² PMI.org - Why good strategies fail, Lessons for the C-Suite