

# Change Management Services

## Foundational to a Successful Implementation

Resistance to change can derail an organization's efforts to move forward. Tyler Technologies' change management services help clients assess their capability for change, prepare for, manage, and reinforce change. Tyler uses an integrated, structured change management approach based on Prosci® Research and Methodology and ACMP® standards so you are able to transition your **people** along with your new **processes** to ensure a successful implementation.

### WHAT IS CHANGE MANAGEMENT?

Change management is a structured process and set of tools for managing the “people” side of change. Employee acceptance and understanding of change are as important to a project's success as having the right software, project manager, resources, and experts.

Efficient and effective change management considers how each employee adopts and uses the change, how it will affect organizational objectives, and how expectations can be met or exceeded. Well-managed change results in:

- Higher ROI
- Projects that remain on time and on budget
- Successful achievement of organizational goals
- Better use of human capital

### BUILDING SUCCESS

Research shows that implementing effective change management strategies will:

- Increase the probability of a project's success
- Manage employees' resistance to change
- Capture people-dependent ROI
- Build change competencies into the organization for future projects

### CHOOSING CHANGE MANAGEMENT

Each client requires a different level of Tyler support for change management needs. Some organizations need minimal guidance and a robust toolset to facilitate their program, while others want Tyler to take the lead in developing and executing their program.

To meet client needs, Tyler has designed two options to support a successful implementation.

### OPTION 1: FOUNDATION CHANGE MANAGEMENT

This option provides a low-cost approach that provides an organization with a change management plan, training, and a toolset that can be used to execute change management activities by following clear steps.

And, if Tyler's assistance is needed at any time during the project, clients can easily order a three-day block of change management expertise for a certified resource to come onsite and help execute the plan or solve challenging issues.

#### **Option 1 includes:**

- A detailed change management assessment
- Change management solution orientation for the sponsor, steering committee, and project team
- Client change management lead preparation
- A customized change management plan
- Set-up and training on various tools to be used throughout the project

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### OPTION 2: ENTERPRISE CHANGE MANAGEMENT

This service is designed for organizations that want a complete solution to address change management needs for large-scale projects. A certified Tyler change management expert leads each change management step, which includes assessing the organization's capacity for change and then helping it prepare, execute, and reinforce the transition.

Tyler develops a detailed change management plan and conducts a thorough organizational change assessment.

These pivotal deliverables establish a path for further change management activities.

Enterprise change management includes a collaborative review of the tools for tracking these activities and offers regular onsite visits to provide support and corrective action opportunities throughout the project phase.

Once a cutover date (the date to begin using the new system) is in place, Tyler's expert will work with the organization to ensure communications are clear to all impacted employees and that strategies are in place for supporting them throughout the process.

After the cutover, monitoring of compliance and resistance continues until a formal transition of all change management tools, guides, and presentations are completed.

This ensures that the organization has the skills and tools to continue monitoring the adoption of the new system and that the organization can create a change management program for use in future projects.

#### *Option 2 includes:*

All activities in Foundation Change Management plus:

- A Tyler change management lead is active in the execution of the plan
- Tracking and communicating procedural changes to impacted employees
- Developing and assisting in a sponsor activity model
- A process change management rollout
- A change management cutover plan
- Guiding recognition, feedback, and lessons learned activities
- Assistance in proactively identifying and addressing resistance
- Sustainability tracking and reinforcement
- Additional change management capacity building and program transition for future phases

### WHY TYLER FOR CHANGE MANAGEMENT?

As a company solely focused on the public sector, Tyler is uniquely positioned to assist government with change management. Our Tyler change management resource provides:

- 10-plus years of experience with Tyler implementation and change management
- A unique blend of process, product, public sector, and change management knowledge
- Integration into project activities to facilitate the "people side" of change
- Standards-based designed tools for use throughout the project and future change initiatives

#### Want more information?

For more about Tyler's change management services:  
**833.895.3783 | [info@tylertech.com](mailto:info@tylertech.com) | [tylertech.com](http://tylertech.com)**