



Assess



Architect



Establish



Educate



Manage

Establish

Paradigm Establish

Many companies recruit qualified consultants to carry out their initial assessment and process design work, but decide to actually implement the changes themselves.

Whilst this approach is fine in theory, in practice, organisations typically struggle to find someone internally who has the skills required and the time available to carry out the implementation successfully; resulting in the all-important changes being inadequately introduced, becoming out-of-date or left sitting in a report gathering dust.

What does it achieve?

Paradigm Establish takes the newly-designed processes and procedures and drives these changes forward; transforming the IT provision of the organisation in question.

During the Architect phase, the consultants will have reviewed the processes, ensuring that they work with the rest of the organisation, including all the people, processes and technology they touch upon.

Clearly, these changes can be far-reaching with new systems, approaches and even a new culture having to be adopted. Consequently, there is little point in distributing a set of process flow charts to staff members, without them having any of the necessary training, culture or background information to support the necessary change.

Paradigm Establish provides everything an organisation needs to fully implement the new processes; project management as well as all the training, awareness campaigns, measurement of results and management skills required to successfully manage the transition.

The level of Paradigm's involvement can be varied according to the client's needs, allowing organisations to have Paradigm take the lead on the project, work in partnership with their business or simply to provide advice and guidance.

Key Benefits

- Embeds newly-designed processes and procedures into an organisation.
- Allows organisations to maintain their focus on core business activities.
- Establishes reporting mechanisms that help manage IT provision and improve its performance.
- Improves customer satisfaction through effective IT service provision.
- Manages the expectations of an organisation's customers through Service Level Management.
- Resolves any areas that are currently causing concern.
- Ensures that processes and procedures are effectively implemented.
- Allows projects to be managed fully, or in collaboration with the client, or for the client to simply receive guidance.
- Helps maximise Return On Investment (ROI).
- Provides all the resource and expertise required to establish change and engage in a Continuous Service Improvement Programme.

How does it work?

Paradigm Establish's services are carried out in 2-3 stages. These are carried out both on- and off-site and are designed to cause minimal disruption.

Scope

The project is scoped, taking into account all the people, processes and technology involved and clearly defining the implementation objectives at the outset.

Implement

In-house training workshops are organised to ensure that employees understand the processes, how these affect their role and how to use any new tools. Consultants use their business and Operational Management experience to swiftly and diplomatically introduce the changes, carefully maintaining the stability and agility of the organisation.

Review and Measure

Once implemented, Paradigm reviews the processes to ensure that they are running as planned. Any 'teething problems' are reviewed and updated accordingly. On completion of the project, Paradigm can continue to measure any changes in performance, using the initial assessment results as a benchmark.

Why Paradigm?

Paradigm's lead consultants have exceptionally high levels of 'real-life' business and senior Operational Management experience. This experience proves invaluable, helping consultants to design practical and effective processes during the Architect phase.

This pays dividends when it comes to actually establishing the new working methods. The processes and procedures designed are in line with best practice guidelines as one would expect, but also adopt a common-sense approach that will actually work for the entire organisation and its employees. This is crucial to the success of the overall project. Without the support and co-operation of the employees on the ground, the processes themselves cannot achieve the project objectives.

By using effective processes that have been designed in collaboration with the client, Paradigm avoids any unnecessary opposition to change during the implementation phase.

Key Features

- Establishes an individual process or a complete set of processes.
- Implements SLAs, OLAs and KPIs (Service Level and Operating Level Agreements and Key Performance Indicators) to achieve maximum efficiency.
- Reviews processes once implemented and makes any necessary changes to make them run efficiently.
- Measures progress by using the initial assessment results as a benchmark.
- Organises in-house training in new processes to inform employees of the changes and how these affect their own specific roles.
- Can carry out training in any new tools or systems that are being introduced.
- Well-designed processes based on best practice and 'real life' experience ensures that new methods are practical and staff co-operation will therefore be much easier to achieve.
- Lead consultants' high level of man-management experience helps changes to be driven forward with minimal disruption and maximum co-operation.