



# GroupeX Business Transformation Services January - 2020

GroupeX understands the importance of change management in any business transformation initiative. We respect our customers' needs are unique depending on their level of change management capacity and capability. Because each of our customers' business transformations are distinctive to their business and culture, GroupeX provides four options to meet our customers' business transformation needs with the ability to customize among the four options.

## Xpress (In development)

Our Xpress services brings thought leadership to our customers in a virtual environment. It is intended to provide a library of content delivered via a virtual community including; whitepapers, podcasts, blogs and webinars; both internally from GroupeX experts and external partners in HCM thought leadership. GroupeX believes innovation is a collaborative approach and provides a forum where our customers can learn, innovate and grow.

## Xplore

As part of our standard offering, GroupeX offers the Xplore option which includes a 2-day Design Thinking Workshop. Design Thinking is a process for creative problem solving. Design Thinking has a human-centered core. It encourages organizations to focus on people, which leads to better products, services, and internal processes. When you sit down to create a solution for a business need, the first question should always be: What's the human need behind it?

In employing design thinking, companies are pulling together what's desirable from a human point of view with what is technologically feasible and economically viable. It also allows those who aren't trained as designers to use creative tools to address a vast range of challenges. The process starts with acting and understanding the right questions. It's about embracing simple mindset shifts and tackling problems from a new direction.

GroupeX highly recommends engaging in this exceedingly interactive, no regrets approach to ensuring your Organizational Change Management (OCM) investment meets the company's desired business, technical and human objectives.

The deliverables of this engagement will include the following:

- Identifying KPIs – GroupeX will provide 3-5 HR KPI's which can be measured over time relative to HR delivering business results;
- Business Road-mapping – GroupeX will provide a high-level business and technology roadmap to frame the long-term Business / HR Strategy;
- Benchmarking – GroupeX will provide benchmarking information by industry, geography, employee size, and revenue to identify the opportunities for improvement; and
- High-level plan for change provided to project champion – GroupeX will provide a summary of recommendations for change to the project champion / sponsor.



# Xchange

In addition to the previous two offerings, GroupeX offers the Xchange option. The Xchange option complements the Xpress and Xplore option and supports our clients who can manage change; yet, want guidance through the business transformation process. GroupeX recognizes that many clients chose to manage their change internally and desire to have advisory services to supplement their existing capabilities. GroupeX uses a proven methodology to ensure our clients not only achieve on-time and on-budget implementation; yet, achieve their desired people and business objectives.

This option includes all the offerings of the Xpress and Xplore option; in addition, offers our customers the following:

- Validating KPIs -GroupeX will ensure the KPI's can be measured within the company's ability to track and report on results;
- Champion, Agent, Sponsor and Target, mapping – GroupeX will do a full stakeholder map to identify the individuals who support transformation, know their role, and how they can facilitate successful change results;
- Generating Sponsorship – GroupeX will design and deliver strategy and communication relative to the value of the transformation;
- Developing Target Readiness – GroupeX will assist in assessing change readiness and capacity and help the organization prioritize and consume the change;
- Designing Change Approach – GroupeX will provide a comprehensive change plan in addition to mentoring, advising and coaching project sponsor / champion along the transformation process; and
- Building Communication / Training Plan – GroupeX will design and deliver the overall communication and training plan.



# Xperience

GroupeX recognizes our clients may have challenges with the capacity and capability to manage change internally. In a SaaS environment, simplification and standardization (where applicable) are paramount for successful adoption. Additionally, linking processes to the broader HCM / Talent strategy grounds the change for an organization. As such, GroupeX offers the Xperience option. The Xperience option builds upon the Xpress, Xplore and Xchange options in providing customers with a more concierge approach to change. The most successful implementations happen when employees can connect the change to a brand and employee value proposition. GroupeX is uniquely positioned to help its clients create and anchor their technology implementation to a strong narrative, focused on why an employee should embrace the change to benefit their continued career growth with the organization; in addition to helping the organization simplify and connect their HCM processes.

This option provides all the services of Xpress, Xplore and Xchange services including:

- HCM Process Mapping – GroupeX will provide HCM process mapping for up to 5 processes;
- Graphic Recording Services – GroupeX will partner with graphic recording services to deliver visual representation of the HR transformation and OCM strategy;
- Change Campaign Branding – GroupeX will assist in design, development and delivery of the employee value proposition and branding of your HR transformation; and
- Value Realization – GroupeX will follow-up with your company quarterly and provide continuous improvement monitoring and recommendations for achieving your KPIs (up to 1 year).

GroupeX believes results are achieved at the intersection of business, solutions and technology. The most successful implementations are not only measured by budget and time achievement, rather business and people objectives are met. It is our mission to ensure business success of our customers through our Transformation and Implementation Services. Client success is our passion and we look forward to further engagement on how we can help transform your business through people.

