OCM SOLUTION

Case Study

Empowering a Global Retail Giant with Streamlined Change Management

Client: A leading multinational online retailer with a global footprint

Industry: E-commerce & Technology

Solution: Customized OCMS Platform for centralized, end-to-end, organizational change management

The Challenge: Disconnected Change Processes Across the Enterprise

With thousands of employees spread across continents, this global e-commerce leader was managing organizational change through a decentralized and inconsistent approach. Each region and department used its own mix of spreadsheets, documents, and online tools, which created silos, inefficiencies, and a lack of global visibility. Change managers struggled to gain insight into how projects were affecting employees, which made proactive planning very difficult.

There was no unified platform to track change initiatives, monitor impact, or coordinate strategies across the enterprise. As a result, valuable time was spent managing disconnected tools instead of driving transformation.

The Solution: A Unified Platform for End-to-End Change Management

OCM Solution partnered with the client to transform their change management capability through a fully customized version of our **OCMS Platform**. The implementation focused on unifying their tools, streamlining workflows, and enhancing visibility across projects.

Key features of the customized solution included:

- **Centralized Dashboard:** One integrated hub for change managers and OCM administrators to view real-time updates on change initiatives across regions and business units.

- **Change Saturation Mapping:** Tools to measure and visualize how much change is happening across different parts of the organization, helping to avoid overload and manage capacity.

- **Automated Stakeholder Assessments:** Surveys and analysis tools that provided fast, data-driven insights into stakeholder readiness, support levels, and resistance.

- **Smart Automation:** Prebuilt templates and workflows for engagement plans, project-specific OCM strategies, and progress analytics...saving hours of manual work.

The Results: Improved Visibility, Efficiency, and Strategic Alignment

By moving to a centralized platform, the client unlocked a new level of operational efficiency and strategic alignment in their change management efforts.

Key Benefits:

- **Enterprise-Wide Visibility:** Leaders and change managers can now see the complete picture of how transformation projects are affecting different areas, regionally and globally.

- **Time Savings:** Automations drastically reduce the time spent on manual reporting, planning, and tracking tasks.

- **Onboarding Simplicity:** New change managers can get up to speed quickly using structured tools and guided workflows.

- **Improved Change Capacity Management:** With access to saturation data, the organization can better pace projects and prepare employees for change

🚀 Looking Ahead: Scalable Change Enablement

This global e-commerce powerhouse is now equipped with a scalable, standardized platform for managing change, no matter how small, large or complex the initiative. With the OCMS Platform, they've moved from fragmented processes to a unified change management ecosystem that enables faster, smarter decisions across the enterprise.

OCM Solution continues to support the organization with enhancements, integrations, and strategic insights to future-proof their transformation efforts.

Learn more at ocmsolution.com