



Change Management as a Service (CMaaS)

Navigate Business Transformations with Confidence

Our Change Management as a Service Program

Ensuring a seamless transition is our top priority at Sentia. That's why we've built a best-in-class Change Management as a Service (CMaaS) program into the core of our solutions offer. We understand every business is unique, so Sentia's transformation approach is tailored to your specific processes and needs.

From discovery to ongoing support, our change management program minimizes disruption and empowers your staff through comprehensive training. This ensures they're empowered and fully equipped to leverage Sentia effectively from day one, allowing you to reap the benefits of Sentia quickly and confidently



Proven Methodology
Reduced Risk
Increased ROI
Focus on People

Why AI Initiatives Fall Short

- ✓ According to two recent **Gartner** reports, 85% of AI and machine learning projects fail to deliver, and only 53% of projects make it from prototype to production
- ✓ **Resistance to change:** building trust in data-driven decisions, overcoming ingrained mindsets, & effectively managing the human aspect of transformation are crucial for success, requiring significant investment in change management initiatives
- ✓ **AI hype trap:** Optimize existing processes first – analyze decisions, squeeze efficiency with AI, and define clear goals
- ✓ **AI adoption** will require an organization-wide shift, and a "center of excellence" with business unit liaisons to drive cultural change, talent development, and successful project implementation

Benefits of Choosing Sentia CMaaS



Reduce Risk & Improve Outcomes

We minimize disruption and ensure a smoother transition, leading to faster ROI



Reduce Resistance & Increase Adoption

Employees readily embrace new workflows, maximizing the value of your Sentia investment



Improve Decision-Making

Data-driven insights empower better decision-making across the organization.



Increase Buy-In & Productivity

By fostering an inclusive environment, we empower your employees to embrace change & improve performance



Enhance Efficiency

Streamlined processes minimize errors & accelerate work completion.



Sustainable Transformation

We create long-lasting, positive change that will benefit your organization for the long haul



Contact Us

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Our Change Management as a Service (CMaaS) includes:

Change Readiness Assessment:

We evaluate your organization's current state and identify potential roadblocks to a successful transition.

Communication & Stakeholder Engagement Strategies:

We develop clear and consistent communication plans to keep everyone informed and involved.

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Data Security & Compliance:

We help you implement robust security measures and educate employees on best practices to protect sensitive information.

Adoption & Usage Analytics:

We track user interaction with the new system & leverage data insights to optimize workflows & address areas of low adoption.



Sentia's 8 Steps to Successful Change Implementation

01

Assess & Plan

We begin by evaluating the solution's alignment with your business goals, identifying potential risks, and outlining a clear project scope, timeline, and budget.

02

Assemble Your Team

We collaborate with you to identify key stakeholders and assemble a cross-functional change management team and change champions.

03

Communicate Effectively

We develop a comprehensive communication strategy to inform stakeholders about the upcoming change, its benefits, and its impact on their roles.

04

Onboarding & Training

We provide contextual training sessions tailored to different user groups, utilizing interactive methods and in-app guidance tools for optimal learning.

05

Moment-of-Need Support

We establish real-time support systems through live chat support to address user issues promptly and minimize disruptions.

06

Reinforcement Learning

We offer regular refresher courses and other resources to solidify user understanding and ensure long-term proficiency along with 'office hour' sessions for drop in user questions.

07

Analyze & Improve

We employ user analytics tools and feedback channels to understand user behavior and identify areas for improvement.

08

Address Friction & Adapt

We utilize data insights to develop targeted interventions, such as additional training or system modifications, to address areas of low adoption.

Ready to Embrace Change with Confidence?

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