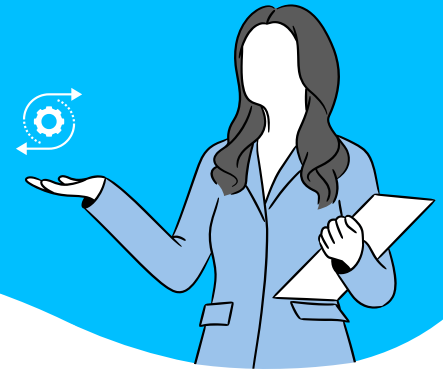


Difficulty in adapting changes?



A well-managed implementation requires extensive change and communication management to all stakeholders.

RISKS

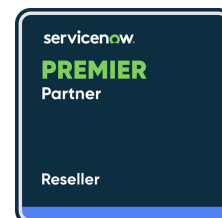
The change adaptation, if not done well could lead (but not limited) to the following issues:

- Impacts the efficiency of daily tasks and workflows.
- Data quality issues, inaccuracies and outdated records.
- Miss out an opportunity on efficiency gains, cost savings and customer satisfaction.

SOLUTION:

- It is advised to consider OCM as an all new separate project.
- Following an OCM framework by an experienced partner of ServiceNow to build an exhaustive plan for adaptation.

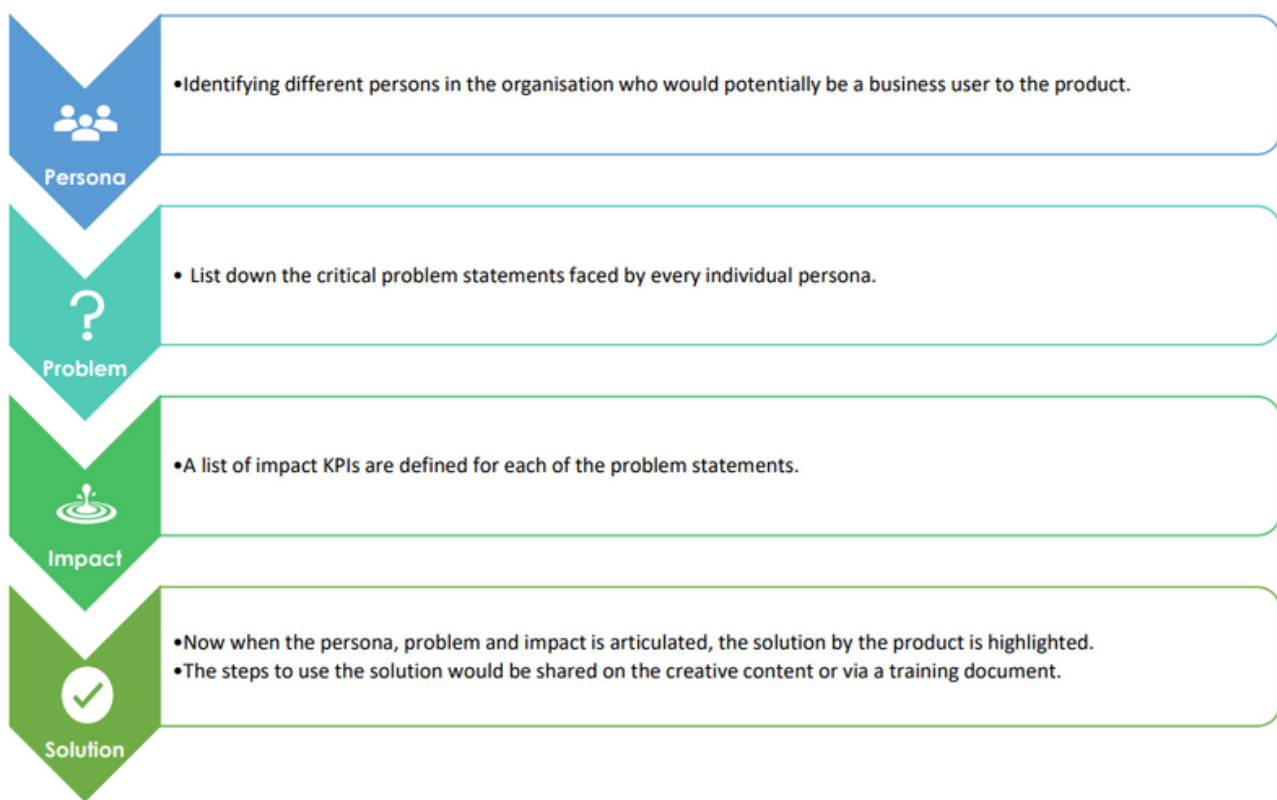
ZETECHNO is an Assured Premier partner of ServiceNow and owns a wide experience with upgrades and its nuances. With working experience in Industries of Healthcare, Technology, Finance, Retail and so on, ZeTechno has diligently curated a framework for OCM.



The FRAMEWORK follows on the next page...

PPIS – Communication matter creation methodology:

ZeTechno follows a very simple in-house methodology of PPIS to create impactful content to increase user adoption of the product. To avail this service, we bring our marketing team engage with the customer process owners and create matter to share, templates, and delivery plan



There are few other things to be considered during an Organization change management which creates adaptability and impression.

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