

CLIENT EXAMPLES

Organisational Change Management

Prepared by:



CURRENT AS AT JANUARY 2019

synergyiq

SYNERGYIQ

Starting in 2013, Synergy IQ is a consultancy firm that helps business leaders create better businesses, through people, systems and process. We use an integrated approach to ensure that you are not wasting time and money on 'programs' without the real results. We analyze your current business, your culture and your leadership style and provide a recommendation for your business. Unlike many consultancies, there are no 'one size fits all' approaches here.

Great business outcomes start with great relationships. And our relationship with our clients is both a priority and a point of pride.

CLIENT PROJECTS

CONTEXT

The following case studies are provided in good faith and as an overview of some of the work that SynergyIQ has delivered in Organisational Change Management. For an overview of the work conducted in Culture and Leadership, please ask us and we'll forward it to you.

INDUSTRIES AND SECTORS WE SUPPORT

- IT/Engineering
- Mining, Oil, Gas
- Utilities
- Government Departments
- Local Government
- SME's
- Large NGO and NFP
- Schools and Universities
- Private Companies
- Retail and Hospitality
- Professional Services
- Building and Construction

PROUDLY ASSOCIATED WITH:



SA HEALTH (2018-2019)

SA Health has engaged SynergyIQ to expand the My Health Record Program at SA Health to include the delivery of a number of interdependent system upgrades, integration and development. This project involves managing a team of ten people across project management, communications, clinical engagement and education. This project impacts all employees across SA Health's 88 sites in the metropolitan and regional arena. From a change management perspective, the project will deliver systems, process (clinical workflow), cultural and people change including job redesign impacts. Natalie Jackway is the lead consulting partner on this engagement.



Testimonial:

Dominic Molyneux, Nurse Manager - Forensics and Older Persons Mental Health, NALHN at SA Health

"Ridiculously efficient' is the phrase that comes to mind. I had the pleasure of Natalie's support and extensive expertise in Change Management while project managing SA Health's contribution to the My Health Record Expansion project. I was particularly impressed by Natalie's ability to juggle multiple competing priorities across borders and with different masters. No matter how tense a meeting, Natalie made sure everyone left with a smile! Natalie comes highly recommended."

BHP (2019)

BHP engaged with SynergyIQ early 2019 to provide Organisational Change Management services for the implementation of two new pieces of software to the Olympic Dam site and replace the existing software packages.

This involves identifying document types (controlled vs managed), the analysis and recording of metadata, and the migration process. Identifying and addressing risks to the project and preparing the business for the change. Example of work being carried out is identifying and building training packages, communications and stakeholder engagement. Mardi Herraman is the consulting partner on this engagement.

ENZEN P/L FOR MULTINET GAS (2018-2019)

Enzen engaged SynergyIQ as the change partner for a keystone piece of work in Melbourne Victoria. Change Management and Communication services were provided for implementation of Digital Transformation and IT Separation for Multinet Gas Networks (MGN) and Australian Gas Infrastructure Group (AGIG). Anastasia Lamont was the consulting partner on this engagement.



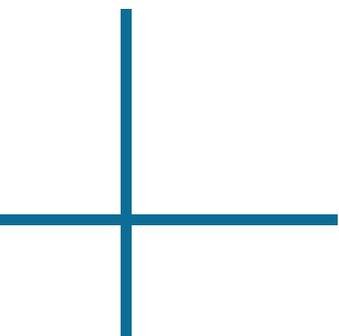
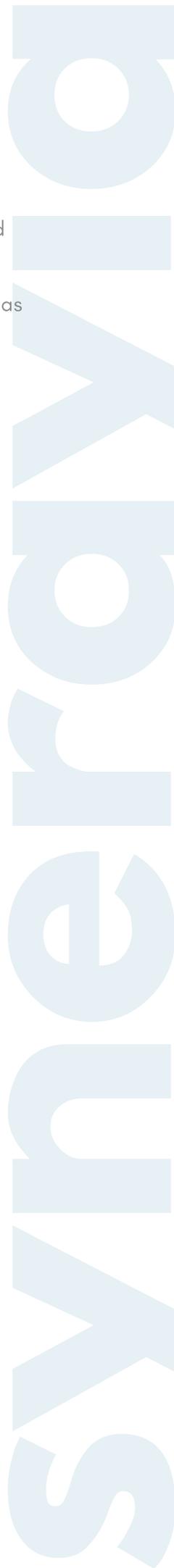
Testimonial:

**David Scarsella, General Manager Next Generation Electrical
(Formerly Business Operations Director - Enzen Australia)**

"SynergyIQ partnered with Enzen to deliver all the Change Management, Communications, Stakeholder Engagement and Information Deployment for our client who underwent an IT Separation. The SynergyIQ team went above and beyond, often doing more than their scope of work in order to help the team achieve the desired outcome. SynergyIQ are a delight to work with and provide a quality organisational change team. Michelle, Daniel and the team go to lengths to achieve high-quality results for their clients. Highly Recommended."

ELDERS LIMITED (2019)

Elders have engaged SynergyIQ to deliver organisational change management and communication services for an Australian Wide rollout of Microsoft Dynamics CRM Implementation, O365 implementation and Development of Organisational Change Framework. The project includes engagement across multiple sites including regional Australia. Roxy Wardle is the consulting partner on this engagement.



AUSTRALIAN DIGITAL HEALTH AGENCY (ADHA) (2017-2018)

Oversaw the expansion for Provider Readiness across South Australia, Western Australia, Tasmania and the Northern Territory. This included the development of State/Territory plans and working with each Jurisdictions project teams to develop their communications strategy and provide an interface for feedback to Digital Health on artefact requirements. Natalie Jackway was the consulting partner on this engagement.

NT DEPARTMENT OF HEALTH, NORTHERN TERRITORY (2016)

Design and delivery of an overarching change strategy for communication, process definition, engagement and training to support the changes across all Northern Territory Department of Health sites under the My eHealth Record to national eHealth record (M2N) project. Natalie Jackway was the lead consulting partner on this engagement.

Testimonial:

Pauline Lowjen, Director eHealth Service Operations & TeleHealth at NT Department of Health



"I worked with Natalie Jackway on the National eHealth Record (or My Health Record as it is know as now) for the Department of Health NT. The work undertaken was focused on change and adoption and with NGO partner organisations the project goal was to increase consumer uptake of the record. Natalie provided facilitation services to help to coordinate project activities across the Northern Territory and was involved in the liaison between the Federal Government counterparts for the project and the NT team. Natalie had a lead role in writing communications and facilitating a number of project governance bodies. Natalie helped develop the projects Change and Adoption Strategy and was a driving force in keeping the project consortium motivated and moving. Natalie's strengths are in her ability to communicate with people at all levels, her ability to focus on the job at hand and her continual positive attitude and her energy levels. I enjoyed working with Natalie and would have no hesitation in having Natalie work with me again should the opportunity arise."

COBHAM AVIATION SERVICES (2016-2017)

Appointed to drive transformational change across the Australian and UK businesses. This role involved managing training, communication, stakeholders, organisational design and engagement. Key to the success of the transformation, was stakeholder management and providing them with the tools to lead their teams through the transition. Given the geographic and operational reach of the change, a logical approach needed to be taken to understand and document the change. To support this, communication and engagement strategies needed to be tailored to each business unit and site (Base) to ensure employees felt listened to and their environment understood, ensuring impacts could be addressed in the most appropriate engagement and education medium. Natalie Jackway and Mardi Herraman were engaged on this project.

BAE SYSTEMS 2009-2012

As the Australian Change Management lead, the initial project was to develop and test the training, communications and engagement tools with a pilot community. This was then further defined for a two-year delivery to over 4000 employees Australia wide and including My Site, SharePoint 2010, Records Management and Harmon.ie implementation. Natalie Jackway was lead consulting partner on this engagement.



Testimonial:

Robert Mulyk, Principal Project Manager at BHP (Formerly BAE)

"Working with Natalie during my time at BAE Systems was extremely beneficial to the success of the projects under my management. Natalie was easy to work with and communicated at all levels within the organisation. Natalie applied a professional and mature approach to Change Management which I found complimented the projects and made communication with the customers we worked with well received."

Richard Mellor, Project Manager at Saab (Formerly BAE)

"Natalie has a wealth of knowledge and experience with Change Management and Communications. While working with Natalie at BAE Systems she provided essential support to ensure the successful delivery of many IT projects."

