

# Empowering Change

*How a California Utility Transformed with Organizational Excellence*

## BACKSTORY

In a dynamic and regulated industry, a California utility realized the urgency of optimizing organizational efficiency, mitigating risks, and embracing future challenges. Facing a string of project setbacks and challenges in securing stakeholder buy-in, the utility recognized the crucial role of adopting effective change management practices. TSG stepped in to support the utility from the outset of their change management journey. Demonstrating the value and significance of change management, TSG played a pivotal role in building a robust Center of Excellence (COE) through Organizational Change Management (OCM).

## SOLUTION

As the utility embarked on critical projects, TSG provided unwavering OCM support. By navigating a major workforce management tool implementation, TSG developed an associated training plan, ensuring a seamless transition. Moreover, TSG facilitated change management for the integration of Oracle Unifier System, meticulously devising processes, roadmaps, and procedure flows while delivering comprehensive training. Through strategic collaboration and a focus on change management excellence, this California utility successfully transformed its operations, embracing a future of adaptability and progress.

## TSG's Offering: Elements of Managed Solutions

### Solution Development

We work with clients to develop an optimal project plan and execution strategy.

### Building & Scaling Teams

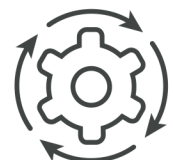
We build a team with highly sought-after experience, scaling the team around the needs of the project lifecycle.

### Service Delivery

We own engagement oversight and ensure project deliverables were met.



Utilities



Operations



Prosci Methodology