



Sify Partners with
Minority-owned
IT Consultancy in
Training & Change
Management Project
at Large U.S. Utility

Sify Partner Case Study

Relationships spawn creative,
collaborative opportunity



Solution

Training and change management for a Remedy implementation, including design, creation, and delivery of in-class, instructor-led training; eLearning curricula; how-to videos, quick reference guides, promotional posters, and email alerts



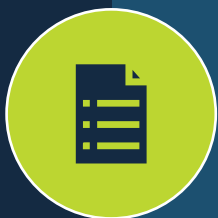
Partners

Sify and Bridgewater Consulting Group



Customer

450 end users at a large U.S. public utility



Results

Achievement of Day 1 Readiness through successful training and organizational change management programs. Reduction of travel time for training through three concentrated in-class sessions and use of eLearning, video, and other tools for learning and reference



Background

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Mark Montgomery spent his early career in the IT department of a large American public utility. During that time he saw tremendous changes in the data center and the emergence of mobile and cloud services. Starting his own IT consultancy recently, Bridgewater Consulting Group, Montgomery qualified as a minority business enterprise (MBE). In 2017 Bridgewater signed on as a subcontractor with Tata Consultancy Services on a Remedy implementation project at the same utility where Montgomery had worked.

The assignment included providing Remedy customizations, and, in preparation for the Remedy implementation, organizational change management and training. The first deliverable, customizing Remedy, was something that Bridgewater could handle on its own. But for change management and training, Montgomery reached out to a colleague he knew from his days in IT management, Raju Vegesna, CEO of Sify, and a partnership was born.

Montgomery knew of Sify's track record. And he specifically saw a good fit with his own Organizational Change Management (OCM) team combined with Sify's eLearning resources.



Combining Skills and Experience for **Mutual Advantage**

Aside from being a large service provider, systems integrator, and all-in-one network solutions company on the Indian subcontinent, Sify has multiple other divisions that serve customers around the world. The company offers professional e-learning, virtual learning, and in-class courseware consulting and development services to enterprise organizations. The services are based on years of experience and long-term relationships with corporate learning and development organizations in some of the largest corporations. Sify also works with an ecosystem of third-party learning specialist partners.

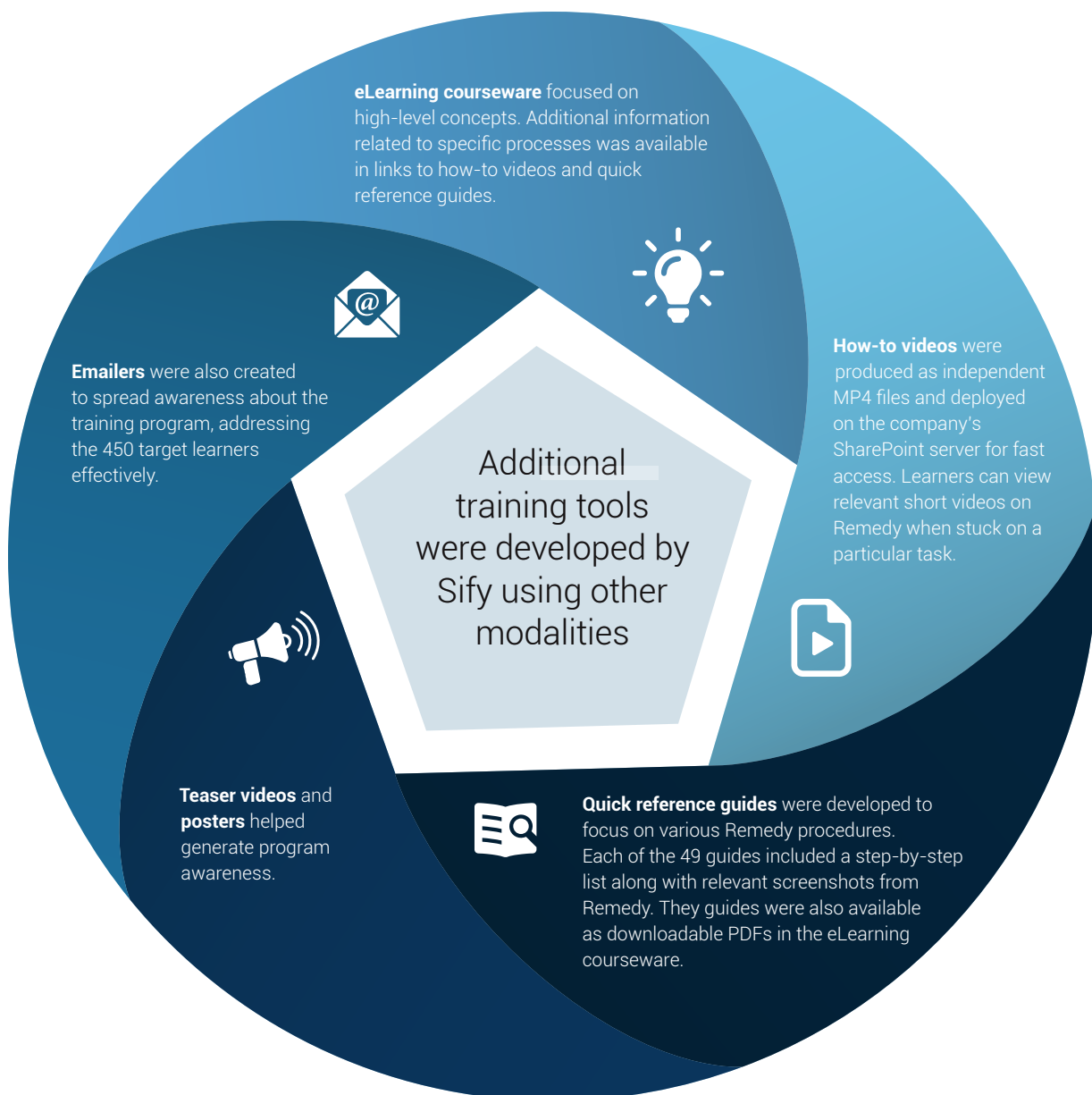
Montgomery knew of Sify's track record. And he specifically saw a good fit with his own Organizational Change Management (OCM) team combined with Sify's eLearning resources. The two companies joined forces to support the Remedy project beginning in January 2017.

They began by conducting an impact analysis looking at how the Remedy implementation would affect the utility's employees. Sify training specialists then used the findings to design training content and curriculum, mapping modules to actual end user needs.

"We call this approach Organizational Change Management-based curriculum design," says Sify Director of eLearning Indresh Chauhan. "How will jobs change? What do employees need to learn? What are the best modalities for training this workforce? All of the answers to these questions informed our approach and training content."

A Mix of Learning & Change Management Modalities

Sify proposed a mixture of class sessions, on-the-job aids, and eLearning resources. The in-class sessions with instructor-led training required the equivalent of 6-7 days of class time. Sify and Bridgewater decided to design the training as three 6-hour sessions to minimize travel time and job disruption from staff in dispersed offices. The in-class training focused on incident management, problem management, and knowledge management in Remedy and included common tasks performed by different roles. Training deliverables consisted of presentations, participant guides, and facilitator guides.





Modeling a Successful Partnership

Montgomery credits the success of the project to the close cooperation and coordination between the two company's teams. For example, early on it became clear that the utility's staff had only a limited knowledge of the Remedy service management products that were going to be installed. "There was confusion over how and when training would occur," recalls Montgomery. "There were also questions over an as-yet undefined plan to reassign some of the customer service agents, project managers, systems administrators, and developers who might be affected."

The work of the joint Sify and Bridgewater teams addressed these questions and uncertainty. A post-project survey found that more than 90% of learners said they were "strongly confident" and "confident" that they would be able to apply the learnings on the job with the introduction of the new Remedy solution.

Since Sify and Bridgewater's collaboration began at the utility, Bridgewater has been awarded four additional training and change management projects to the partnership.

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