

ADP CHANGE MANAGEMENT

CREATING EFFICIENCY FOR ROCHE DIAGNOSTICS

ADP was appointed in 2016 to implement Roche Diagnostics' IT sourcing strategy, the 'FoDIT Application Stream' (Future of DialT), part of the most significant reorganisation for a decade.

To meet new demands within constrained budget, build and run were separated into autonomous organisational units and a new operation model was implemented, along with new roles. Importantly, support and maintenance was consolidated and outsourced to three strategic vendors, Tech Mahindra, Tata Consulting Services and a captive service centre, ADMD.



A team of senior ADP consultants started in February 2016. Doubt, uncertainty and even denial were very present at this time and ADP subsequently re-designed the transition to deliver in spite of these challenges. ADP implemented a transparent governance framework within which Roche Diagnostics staff and the staff from the vendors were able to mutually agree upon agenda, schedule and acceptance criteria.

“There is nothing wrong with change, If it is in the right direction. Churchill

Acceptance became appreciation and enthusiasm and we successfully transitioned 83 solutions from 7 Roche sites around the globe to Roche's strategic vendors. We represented phases, tasks, deliverables and milestones in a syndicated 'transition template':



Over and above this transition template, the ADP team used communication and change management to facilitate, mediate and negotiate, creating a lasting atmosphere of trust, understanding and commitment. Consequently, the relationship between Roche and their strategic vendors goes beyond just service delivery, SLAs and KPIs. ADP removed prejudices by good example, connected individuals and cultures in 3 continents and created value for Roche and created purpose for their strategic vendors.

ENGAGEMENT

TRANSITION KNOW-HOW

As well as with Roche, transition experience that ADP staff bring includes

- Transition of business functions from finance and accounting to production and sales
- HR transitions, achieving balance between business plans, business continuity, staff interests & legal constraints such as §613a BGB (Germany)
- Motivational stories for impacted staff: career planning, retention, social integration
- Stages from pre-sales through actual transition, to transformation and exit procedures
- Hands-on understanding of how to deliver in North America, Western and Eastern Europe, India & elsewhere

MOBE

CONTACT

ADP Analyse Design Planung
Glattalstrasse 104h
CH-8052 Zürich

Richard Ginnow
+41 79 508 83 83