Change Management
5 Lessons Learned

Senior Consultant, Evans Manolis, draws from his 25 years of industry experience to provide this comprehensive list of Best Practices that can help every organization navigate their journey to digital transformation.

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Change Management processes are specific to organizational need, but there are five essential elements that are critical to successfully deploying new technology.

As little as two years ago, most service leaders had at least heard of Augmented or Merged Reality. Some had a basic understanding of it and the really brave, forward thinking ones, were actually beginning to pilot programs around the use of remote service through an AR/MR solution.

Fast forward to the present and Augmented/Merged Reality is top of mind and tip of tongue for executives leading service organizations. Most have seen the technology at work and can easily equate its use to reduced service costs, faster response times, improved first time fix rates, additional service revenues, more effective training of new hires and better overall customer experiences.

As we continue to work with service teams (field service, technical support, customer service, etc..) around the world, we have begun to gather some very important learnings.

Here are 5 Lessons Learned:

1. **Change Starts at the Top** – Without the support of the corner offices and senior leadership, AR/MR is seen as a nicety rather than a necessity. Augmented and Merged reality initiatives need to be removed from the service silo and communicated through the entire organization and MUST have the backing of senior executives. The more exposure your adoption program has, the more successful it will be.

2. **Don't Go About This Alone** – To move forward with a solution, you must build a team of Change Champions to help you manage the program. These Change Champions should be well-respected, forward thinking, hands-on employees, that share the mission and vision that AR/MR provides. Rely on your Champions to drive day to day adoption of and adaption to, your Merged Reality efforts.

3. **Think Strategically** – Be the Strategic Thinker. Be Bold. Imagine how AR/MR will differentiate your company from competitors. How it will improve the lives of your employees who are using the solution on a day to day basis. How it will make your customers successful. How it will guide the company to additional growth through a new way of delivering service. Move from Tactical thinking to Strategic thinking and share your long-term, big-picture goals with your teams.

4. **Share Your Successes** – The first 120 days of implementing aa new technology are critically important to the future success of your program. Gather early success stories from both customers and employees and market and share

these with both groups. Use these to communicate why you are using Merged Reality and what positive impacts it is having on both customers and employees. Get creative and communicate, communicate, communicate.

5. **Go Slow to Go Fast** – This is a longitudinal effort, rooted in change management and service transformation. Because change can be hard, it must be managed. Start slow and grow steadily. Focus on managing and monitoring your goals, collect feedback and continue to improve your rollout. Then, expansion will come much easier.

Augmented and Merged Reality is changing the way service is given and received. Successful initiatives involve communication, teamwork, buy-in and service transformation.

Help Lightning's Remote Visual Assistance software provides real-time video collaboration enabling company experts to work virtually side-by-side with anyone needing help, anywhere in the world. Ideal for complex equipment maintenance, repair, and training.

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