

Transformational Change Consulting



Develop and embed effective change capability throughout water companies

Water companies are encountering change at an unprecedented rate from a range of regulatory, economic and environmental perspectives. While CGI is best known for helping clients across the sector use technology to respond to change, our transformational change service ensure that the operational, customer, organisational or financial objectives that underpin change are realised alongside the delivery of timely, on-budget and high-quality technical change.

Based on an authentic, goal-orientated approach to delivery that focuses on the individual and open, effective communication, CGI's transformation change service optimises technological delivery.

BUSINESS AND MARKET CHALLENGES

Water companies are increasingly using technology to respond to change. The scale and complexity of delivery can result in a focus on project or technical objectives to the detriment of those necessary to deal with change.

Traditional change consulting services omit engagement at the individual level and in doing so resort to becoming overly complex, document heavy and difficult to implement.

Ignoring change can result in successful technical delivery (e.g. solution went live on time), but a failure to realise the core objective (e.g. develop a customer centric culture and improve customer experience).

CGI SOLUTION

CGI's transformational change service offers a pragmatic and accessible means of bridging the gap between project delivery and the realisation of enduring, meaningful change; ensuring that the attainment of organisational objectives is not left to chance.

CGI consultants act as a model of behaviour, facilitating the development of change capability within water companies that supports both project delivery and builds long-term capability.



Key Success Factors

- Accessible and effective support to ensure the delivery of change throughout water companies.
- Practical and demonstrable benefits enable individuals, projects and larger groups to evolve and embed transformational change capability.
- Ensures that individuals and projects deliver not only against their specific objectives, but in doing so support those of the wider organisation.

With a clear focus on current, specific situations the services are based on authenticity, are goal orientated and are based on nothing more complicated than open channels of communication.

Our consultants facilitate change at the individual, group or project and organisation level, but recognise the criticality of the individual.

BUSINESS BENEFITS

- Maximise the realisation of business case benefits, delivering against both technical and people objectives.
- Implement change with minimal disruption at any point during a project or organisational lifecycle – allowing change to become a benefit as opposed to an investment.
- Develop transformational change capability 'on the job' – creating enduring and value-adding skills for the long-term.
- Supports the establishment of an adaptable, high-performing workforce, capable of delivering change independently.
- Ensures that the attainment of objectives are not left to chance.

Delivering
transformational
change at
companies such as
Severn Trent Water
and Castle Water in
the most turbulent
of times

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 consultants provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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