



FUTURE WAYS OF WORKING (FWoW®) CHANGE MANAGEMENT SERVICES

FWoW® is all about creating a new more flexible and collaborative work ethos and environment. Once your organisation is on the path towards fundamental change, there are many factors to consider. You will need to develop a framework for managing material and cultural transformation. Your senior management team will want to engage people and technology in new and improved ways of working. Everything will need to be aligned to a series of meticulously defined organisational goals. From here, a true competitive advantage can start to take shape.

How we can help

These FWoW Change Management services are designed to follow on from our FWoW® Strategy & Roadmap service, which is all about creating a framework for generating change. From there we can assist with actually managing the changes required to reshape your environment. The service comprises a highly flexible series of modules that can be tailored precisely to the needs of your organisation. The full four-module structure will support a comprehensive workplace change – such as an office relocation, office centralisation, office decentralisation or office redesign.

The modules are particularly well suited to Activity Based Working. The primary Change Strategy module is ideal for planning fundamental changes to your ways of working, workplace culture or employee engagement targets. These services also have a wide range of other applications, with no links to specific platforms or technical aspects.

Key benefits

- Careful analysis of your overarching organisational strategy
- Stakeholder engagement and education with the team driving your change strategy
- Thorough gap and risk analysis activities to ensure your objectives are feasible
- An engagement and education process for your employees
- Steps for limiting disruption and change fatigue

Engagement process

DISCOVER	ASSESS	ANALYSE	RECOMMEND
What you do	What we do	What you get	
<p>Identify your participating personnel and define their roles – including members of Senior Management, Human Resources, leaders of Business Units, and relevant Analysts and/or Architects.</p> <p>Ensure your relevant staff members are available to provide any information we need.</p>	<p>We tailor four modules precisely to your needs:</p> <p>1. Change Strategy Allows our experts to formulate an end-to-end change strategy – or to co-create one with your team.</p> <p>2. Change Preparation Focuses on changes that need to occur within your Future Ways of Working strategy.</p> <p>3. Business Adoption Provides post-move adoption services – particularly valuable after office relocation or re-design.</p> <p>4. Measurement and Reporting Providing end user reports demonstrating efficiency of staff through adoption of FWoW strategy and using your overarching FWoW Strategy and Roadmap as the benchmark.</p>	<ul style="list-style-type: none"> • Ways to ensure full stakeholder and staff buy-in, which is critical to sustained and measurable success. • Effective implementation of flexible working, new mobile work practices and new work settings. • Comprehensive documentation at every stage, including a high-level stakeholder map. • Many other benefits according to your specific requirements. 	

Collaboration services and more

We focus on measurable outcomes and business process enhancements, and can offer you the most complete range of end-to-end lifecycle User Collaboration services, including:

- Design and Resourcing
- Assessment
- Strategy and Planning
- Deployment & Integration

This industry-leading range is just part of a much bigger picture. We can also help you across a broad portfolio of consulting services, covering multiple aligned domains. These include Cloud, Networks, Security and many others. Our team will take into consideration your business strategy, and your wider technology environment. Telstra offers you the best of all worlds – highly skilled people, Contact Centres and a rich portfolio of services, delivered on our world-class mobile and fixed networks.

Telstra delivers end-to-end value

As a leading service provider, we're ideally positioned to meet your end-to-end ICT requirements – through access to skilled professionals, cutting-edge capabilities and proven methodologies. No wonder we provide our cross-domain experience and ICT solutions to 200 of the top 500 global companies

Experience	Specialised	Best practice	End-to-end
<p>Consulting Services We have over 900 people, Australia-wide.</p> <p>Our consultants are qualified with all major certifications and accreditations.</p> <ul style="list-style-type: none"> • You get the very best help in understanding, managing and reducing business risk. 	<p>Professional Services We design and deploy solutions across multiple technologies.</p> <p>We give you optimal outcomes to support your strategic business.</p> <ul style="list-style-type: none"> • Expert guidance and technical design to ensure fit for purpose solutions are built to meet the business need. 	<p>Project Services All work is aligned with major quality and performance standards.</p> <p>We'll ensure you get ICT project planning using best practice methodologies, governance and processes.</p> <ul style="list-style-type: none"> • Your projects are delivered on time, and on budget. 	<p>Integration and Managed Services You'll get peace of mind from start to finish.</p> <p>We make sure that both simple and complex services will be truly integrated and managed end-to-end.</p> <ul style="list-style-type: none"> • You get the best chance of achieving true business transformation.

For more information on our Global Services visit telstra.com.au/business-enterprise/solutions/consulting-services

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