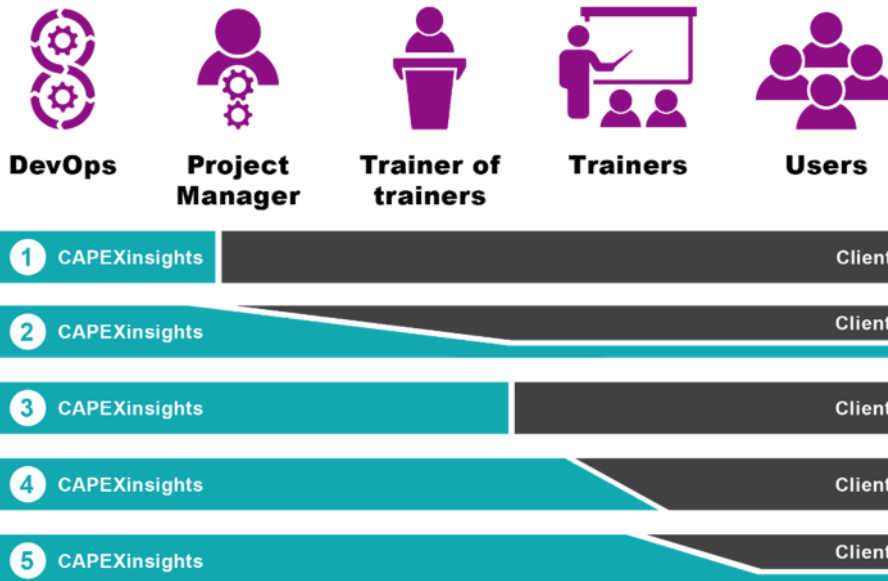


Approach to Change Management

We have a wide range of experience deploying CAPEXinsights across enterprise organisations.



- **Approach 1 – Client actively leads:** We coach your project manager, and they actively lead the project. We remain relatively remote from the deployment of CAPEXinsights within the organisation.
- **Approach 2 – Client actively leads with 'diagonal' support:** Your project manager actively leads the project, and we provide support in a wide range of activities, including hypercare.
- **Approach 3 – Client faces the organisation:** We work with a wide range of stakeholders to lift Super Users' deployment capability, and subsequently, your Project Manager and Super Users deploy to the organisation.
- **Approach 4 – Client and CAPEXinsights face the organisation:** We are actively involved throughout the deployment to the extent of providing direct support to the users.
- **Approach 5 – CAPEXinsights leads deployment:** We actively lead the deployment on behalf of the organisation, including hypercare.

Based on previous experience, we recommend **2 – client actively leads with 'diagonal' support**. This approach relies on a project manager within the client organisation or we can second a project manager into the organisation.