



Change Management & Digital Transformations

Create organisational cultures focused on delivering exceptional experiences

The experience that your customers and users have with your brand, product, content, or service unfolds over time. Through change management in digital transformations, we help your organisation orient its research and design processes, culture, and operations toward delivering exceptional experiences. Again and again.

THIS SERVICE HELPS TO...

Ensure that teams always deliver excellence in experience design

Establish processes, systems, and procedures driven by experience design

Embrace a culture of experience thinkers and doers



WHAT YOU GET

You'll benefit from our well-established Experience Thinking framework, which ensures strategic and tactical support throughout the process. You'll get:

- ✓ Quantifiable data about the current product experience, and measurable benchmarks for improvement
- ✓ Powerful visualizations of the experience design processes
- ✓ A true partner in Digital Transformation – we're with you from initial research and strategic planning through the entire change management process



Change Management & Digital Transformations

HOW WE DO IT

1 To start, we work with key stakeholders to understand the organisational strategy and vision, as well as the goals of the Change Management initiative.

2 We audit the current fabric of experiences and journeys that various audiences have – customers, users, employees and partners.

3 Processes, governance, supporting systems, and resources currently involved in creating experiences are also audited.

4 A strategic transformation roadmap is developed with associated measures of success, timeline, budgets, training, development and coaching.

5 We provide ongoing monitoring through measurement, reporting, and auditing of the experience delivery.



About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

+1.416.855.3367 (CAN)

+1.929.989.3367 (US)

+44 (0)1223 853907 (UK)

contact@akendi.com