



Project Outline

Change-Management

January, 9 2024

Bringing the change to life.

Successful change management in an IT system house.



Background: With the goal of providing even better support for existing and future customer projects in mind, our customer introduced a new organizational structure. This included both the recomposition of teams and the assignment of new tasks to individuals. The restructuring was formally implemented, not always to the delight of those involved. However, the expected improvements through the new organizational structure failed to emerge. At this point, SEMA was asked for support in order to ensure that the actual goals could still be achieved.

Our approach: Starting with numerous structured interviews, we obtained an initial picture of the current state of the organization with around 100 employees. The analysis of the interview results provided the foundation for initial hypotheses and the activities to be planned. Together with our client, we identified the three central lines of action: 1.) Establishment of a steering team for regular feedback on the impact of the measures taken, 2.) Establishment of transparent and clear communication, 3.) Leadership training and team workshops. All closely interlinked and geared to a jointly developed and attractive image of the future: improvement of internal and external cooperation.

Result: The technically initiated change was successfully completed within 12 months through open and clear communication as well as participative OD activities.



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