

We needed immediate help to develop and begin implementing our outsourcing change management plan and TPI provided just that, with practical knowledge, real world experience and hands-on support. Through their involvement, we've had a more effective change program and greater buy-in at all levels.

– Glenn Gienko
Chief Human Resources Officer
GMAC

HOW WE WORK

We believe that the best approach to helping our clients manage change is based on the following principles:

- **Start early** – Change management must begin in the earliest stages of the sourcing project lifecycle and extend through, and beyond, the transition to the new operating model.
- **Use an integrated and holistic approach** – Change work must be integrated into overall program management and not treated as a separate and distinct effort. Additionally, since most organizations are managing multiple changes at any given time, change efforts should be managed in a holistic way.
- **Leverage strengths** – Working collaboratively with our clients ensures that their internal capabilities, organizational knowledge, relationships and capacity, as well as TPI's experience and expertise in navigating the change, are effectively leveraged.
- **Connect with key stakeholders** – Establishing a Change Advisory Group comprised of representatives from primary stakeholder groups is beneficial to an effective change program, allowing the project team to obtain critical feedback on stakeholder needs and change acceptance at key milestones.
- **Build on established change methodology** – We build on a client's established change methodology, where it exists, and supplement it with our base approach, best practices and toolset. Our intent is not to replace what may already work within the client's organization, but to supplement and strengthen it.
- **Create frameworks and build capability** – The most successful engagements are those that build lasting capability within the client organization, allowing internal resources to support the change needs of future large-scale initiatives.

MAKING THE MOST OF YOUR OPTIONS

Achieving the full benefits of a new sourcing model requires going beyond simply managing the implementation to focusing on maximizing performance and business results under the new model. Those organizations that proactively manage change will drive the degree and speed of adoption, limit resistance and opt-outs, create a higher level of operational proficiency, and establish a more effective governance structure – *delivering higher overall performance.*

Good news: TPI can help you accelerate and sustain the changes needed to fully achieve your intended benefits of moving to a new sourcing model.



Drivers for Successful Change

STRATEGIES FOR EFFECTIVE CHANGE

To help you achieve successful change, TPI provides assistance in all critical change management activities:

Assess Organizational Readiness	Evaluate the high level impact of change, identify key points of risk and plans to address them
Develop Future State Vision	Articulate the change in a concise and compelling manner that can be shared broadly
Engage Leaders	Develop a plan to gain the buy-in and support of those individuals most critical to success
Communicate	Develop a communication strategy and roll-out plan to create understanding and drive acceptance
Transition Staff	Develop plans for staff transition, redeployment, separations and talent retention
Facilitate Individual Change	Build change adaptability skills and help individuals internalize and move through the change
Create Organizational Alignment	Evaluate relevant programs and policies, to identify points of incongruence and develop plans for alignment
Train	Develop a training strategy to create proficiency for operating under the new model
Monitor and Remediate	Measure adoption and performance and develop strategies to address problems

LOOKING FOR A STRATEGIC PARTNER?

TPI's Change Management experts can help you achieve your organizational goals through objective advice, knowledge of your industry and experience with arrangements from simple to complex. Looking for a strategic partner? Contact **Nigel Walker**, Partner & Managing Director, TPI, at **+1 281 465 5763** or **nigel.walker@tpi.net**. For more information visit www.tpi.net.

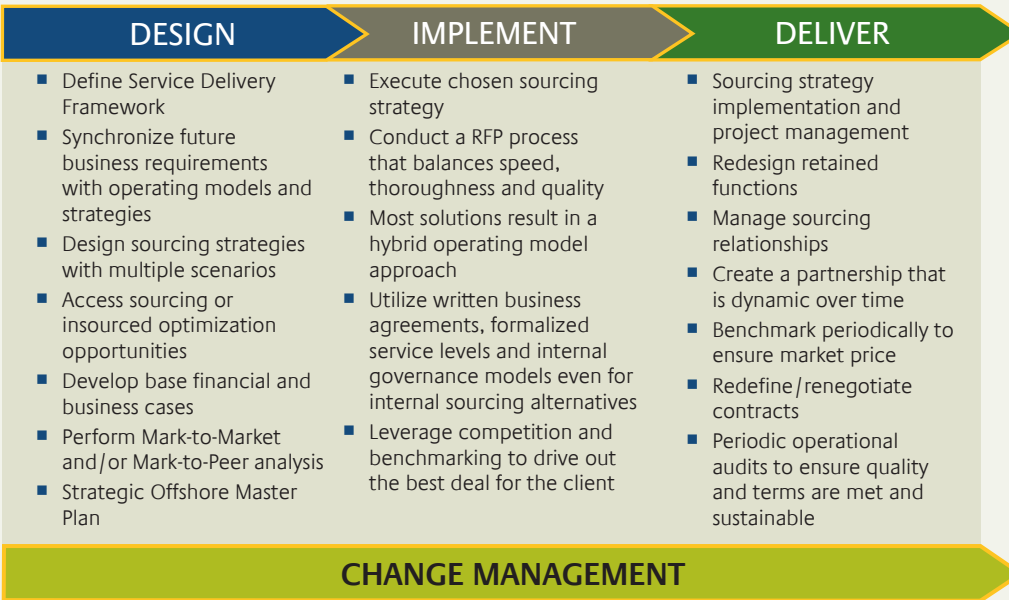
ABOUT TPI

Who We Are

TPI, a unit of Information Services Group, Inc. (ISG) (NASDAQ:III, IIIIU, IIIIW), is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, TPI's accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. In addition, TPI Momentum, a business unit of TPI, provides information and insights to outsourcing and offshoring service providers to help them provide enhanced services to their sourcing clients. For additional information, visit www.tpi.net.

What We Do

TPI concentrates exclusively on helping enterprises make lasting improvements to their business support operations from strategy, design and implementation of service delivery solutions.



Our Mission is Our Passion

Our advisors share a genuine passion for the value that we help our clients achieve. The outcomes that we recommend are driven by your unique situation and a meaningful understanding of your market realities.

WHY TPI?

Global 1000 enterprises rely on TPI for our strategic expertise across a range of service delivery options. Our advisors bring you:

- **Experience** — Each TPI advisor brings a wealth of experience and the practical savvy to guide you in the right direction.
- **Knowledge** — As sourcing industry insiders, we have access to up-to-the-minute data, the latest research and the key relationships to help drive your results.
- **Objectivity** — TPI is known throughout the industry for integrity and objectivity. We offer impartial advice seasoned by our collective insight and leadership.

For more information about TPI and the sourcing industry, visit www.tpi.net.

To learn how TPI may assist you, please contact:

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