



Technology changes – how to overcome resistance
Making Change Happen

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Why resistance?



Back in the day...

We were 1 company but with many different systems and processes...

- It took years to build, test and do any major application deploys
 - 5 years to create, test and complete deployment of our 1st global desktop build
 - 5 years to create, test and complete deployment of new DMS
- Offices and regions where working as different companies so they would dictate when an update could be deployed to them
- Offices/regions had different processes to do a similar task so new issues would arise every time an update went to a new office/region, causing delays in completing a deployment
- All of the above did not feel like we were working for one company...

Why Change

Vendors changed their approach....

- They no longer supported old versions of their applications for a long period of time
- They wanted to provide updates at a much quicker and rapid pace
- They were moving towards a more consumerable approach of ensuring new features were well designed therefore allowing a user to self-teach themselves

How do you deal

At Clifford Chance we took a number of different approaches to test and support the rapid nature of change...

- Change mindset
 - Biggest challenge
 - Employ someone like my colleague Ros Taylor!
- Create a community to help embrace the change and enforce it
- Create processes to support an update being deployed to everyone in the firm via deployment rings

Successes and Future Projects

We have used and will continue to use these approaches to deliver some key projects...

Projects delivered

- Move from Office 2013 to 2016 – build, tested and completed a global deployment in 15 months
- Updates to all my core applications

Future projects

- DMS replacement project
- Template management project
- Office 64 bit

Thank you



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