

**CASE STUDY**

# UPGRADE SUPPORT ENGAGEMENT: FACILITATION OF THE UPGRADE PREPARATION AND CHANGE MANAGEMENT PHASES



**CUSTOMER DESCRIPTION**

ESSEC, a leading French business school, implemented the Ivalua solution in 2013 in order to improve control over the processing of its obligations on its 2 French campuses. In 2020, the school decided to rely on the business know-how of the CYRIAS teams to assist users in the implementation of the platform following its upgrade.

**CUSTOMER CHALLENGES**

After nine years of use, ESSEC has proceeded to a major upgrade of its platform and requested CYRIAS to support them in the activities required for this upgrade. The CYRIAS teams' mission was to facilitate the acceptance and understanding of the changes brought by the new version to the end users. The teams then set up a change management plan to ensure that:



**USER ACCEPTANCE**

Designing a change management plan to ensure user buy-in.



**FACILITATE THE TRANSITION**

Identify as early as possible the gaps between the old and the new version in order to target the change management.



**TRAIN USERS**

Train and draft the documentation describing the new business processes in the new version.

**ANSWERS PROVIDED**

- > Anticipation of risks with a preparation phase: **analysis of business processes and search for the best possible actions to implement.**
- > Diagnosis and in-depth **impact analysis** to identify the consequences of the change on the team and attempt to limit the effects.
- > **Internal communication** to prepare all users for the transformation.
- > Implementation of **internal training** to develop the skills needed by users to use the tool.
- > Setting up **workshops** with all the key users to highlight the difficulties and to **suggest ways to improve.**

## BENEFITS

- + **Rapid appropriation** of new processes.
- + **Improved control of the system** thanks to a more recent, high-performance version.
- + **Maintain the dynamic work** of the teams thanks to a rapid and seamless transition.
- + **Identification of additional improvements** to be implemented at the end of the upgrade by the **CYRIAS teams**.



***A challenging project, achieved by an enthusiastic and efficient team, a good communication, and training courses to support the users.***



**NIO Yohan**  
ESSEC Business School  
Accounting Manager

## KEY FIGURES



8000+ suppliers



1300+ users across two campuses



58k+ orders placed in the platform



34k+ expense reports processed



500+ supplier contracts

