

Changefirst helps organisations and individuals implement **effective change** through people.

### Changefirst quickfacts

- Changefirst was **founded in 1995**
- **PCI® (People-Centred Implementation)** is our leading methodology which is designed to enable effective change management through people
- We have worked with organisations in **over 35 countries**
- Our change management experts have **trained over 10,000 people**
- Changefirst is a registered education provider of **PMI (the Project Management Institute)**
- Our solutions are also designed to integrate with industry standard solutions including **Six Sigma** and **Prince 2**



### What **We** do

Changefirst is a provider of online change management solutions that enable our clients to successfully deliver change for themselves. We have 15 years experience of successfully working with blue chip clients to deliver strategic change within their organisation. All of this learning and IP is now available in an easy to use and accessible online change application called e-change®.

### 3 reasons **why** we're different

1. **People-centric solutions** - our focus on people and skills transfer means our clients can engage people more effectively in change initiatives, while employees, managers and leaders build valuable skills in change delivery and personal resilience
2. **On-demand change management** - the heart of the PCI solution is now a powerful online business application called e-change and Changefirst remains committed to developing the solution in a way that adds incremental value for our clients

3. **Change delivered by YOU** - Changefirst gives you the skills and tools to deliver change management for yourself within your organisation. As well as the support, coaching and learning at a level to suit your individual needs

“Over **90%** of our work with organisations comes directly from referrals by **satisfied clients**”

## PCI - People-Centred Implementation

PCI is Changefirst's leading **change management methodology**.

It is specifically designed to help organisations plan, implement and track major change initiatives. PCI helps change and project managers plan their change management processes, including business culture change and technological change, in a way that focuses on the people aspects of change.

## e-change – the online change application

At the heart of our offering is a unique online change management application called e-change.

e-change is a comprehensive, step-by-step online business change application that helps you quickly and easily apply PCI process and principles to change projects in your organisation.

e-change is the core delivery mechanism for PCI and it is available on demand, 24/7. And the good news is you can sign up for e-change online today.



## Strong client focus

**98%** of respondents would **recommend Changefirst's workshop** to their colleagues.

Changefirst puts the client at the centre of everything we do and we feel strongly that our work must always embody our core values, through which we:

- Value the performance of our clients and ourselves
- Do what we say we will
- Focus on our customers' needs
- Act fairly in all situations
- Keep our work simple but not simplistic
- Transfer our experience rather than building dependency

**Over 90% of our work** with organisations comes directly **from referrals** by satisfied clients, and we strive to maintain this remarkable level of client satisfaction.

Our clients include Kenya Airways, Lendlease, Nokia, Novartis, United Utilities and Virgin Media.

## Enterprise solutions

Changefirst can work in partnership with your organisation to develop a blended solution that incorporates the e-change application, tailored face-to-face training, process customisation and integration services.

“We chose the Changefirst methodology because it provided us a structured yet flexible approach to dealing with change. We have used this methodology to implement a number of strategic initiatives successfully.”

The Linde Group (BOC)

## How can I find out more?

If you would like more information about our change management solutions contact us on +44 (0)1444 450777, [enquiries@changefirst.com](mailto:enquiries@changefirst.com) or log onto [www.changefirst.com](http://www.changefirst.com)

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