



SUPPORTING

THE LONDON BOROUGHS OF NEWHAM AND HAVERING TO MAKE THE CHANGE TO ORACLE CLOUD

WHY INOAPPS?

“We chose Inoapps as our partner for change because of their insights into organisational culture and the psychology of change. They combined this with their knowledge of local government to define a high quality, creative and engaging change journey.”



THE CHALLENGE

MARK HOBSON

Programme Director Fusion, oneSource

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“We were set the challenge of modernising two local government organisations with similar operating processes. Our ambition was to bring the two organisations in line with modern day best practice and ensure that we left a legacy where the new mindsets were embedded within the respective cultures.

We chose Oracle Cloud as the right platform for modernisation. Experience told us we also needed to focus on the culture of the organisations and find creative ways to encourage user adoption. This became paramount when we realised we would be running the entire programme against a backdrop of COVID-19 and remote working.”



WHAT WE DID

VICTORIA COLLIER

Global Head of Enterprise Change, Inoapps

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“We’ve really loved being part of Mark’s Fusion Team, it’s been exciting to work in collaboration with Newham and Havering, sharing ideas and getting to know the wonderful characters that make up the two organisations.

We love how responsive and resilient the customers have been during COVID and it’s a remarkable achievement to have delivered the entire programme - including an engaging change journey - completely remotely. During the journey we made use of online collaboration tools such as Zoom, Teams, Klaxoon and Vimeo, and tapped into the concept of game-based learning with our gameshow themed engagement sessions. You get the best results when you make the working environment fun and engaging, and we seed this ethos into all of our work.”