

# Bridging the IT Solutions Gap through change

*The service Community*



# Understanding the structure – ‘The early years’

## Renishaw

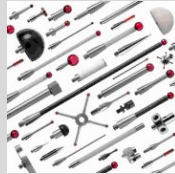
MPD



CPD



SFPD



EPD



LCPD



Spectroscopy



# Understanding the structure - Today

# Renishaw

Industrial Metrology

Position Measurement

Additive Manufacturing

Neurological



Spectroscopy



MPD



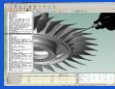
CPD



MAPD



MODUS



SFPD



EPD



LCPD



RLS



AMPD



MDPD



# Understanding the Customer – ‘The early years’

## Renishaw

MPD



CPD



SFPD



EPD



LCPD



Spectroscopy



OEM – Original Equipment Manufacturer

EU – End User

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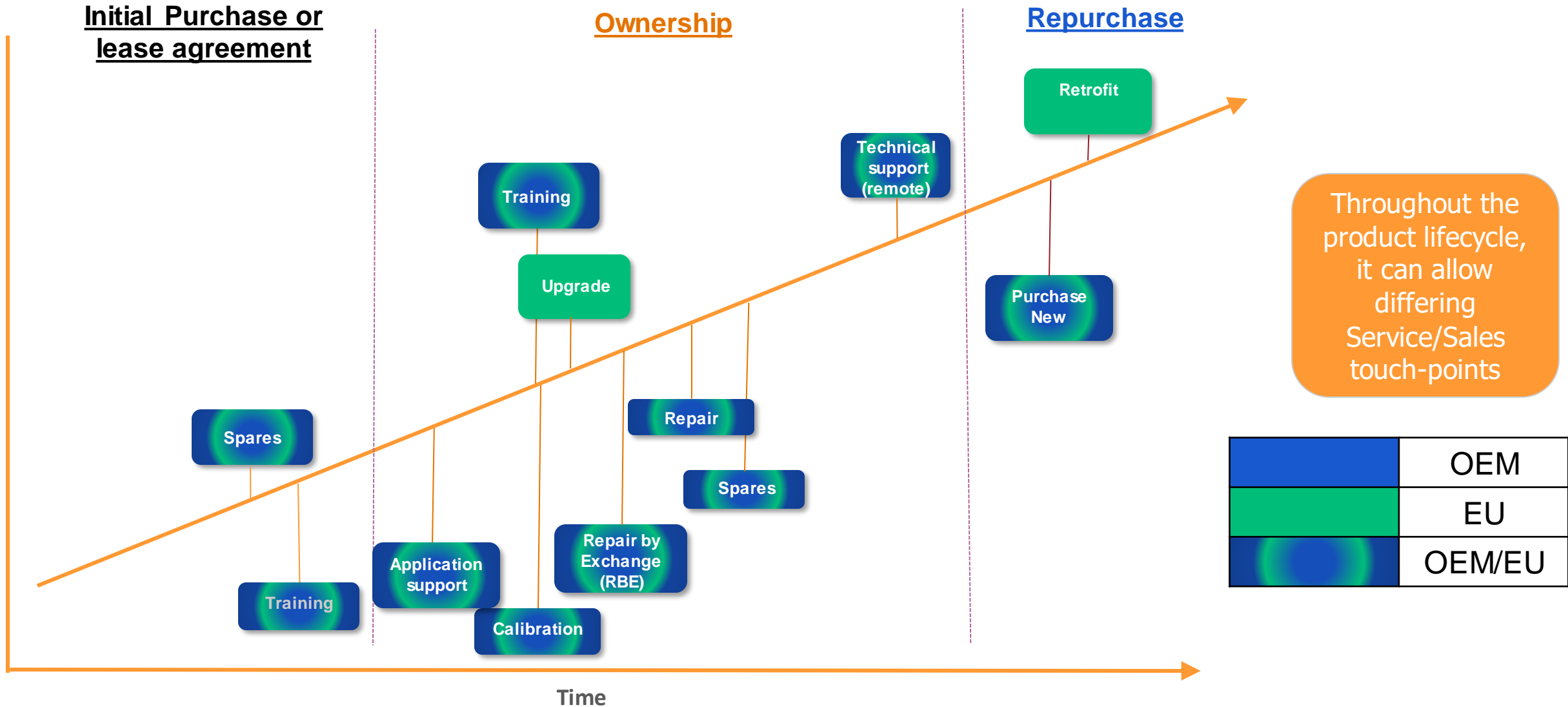


MDPD

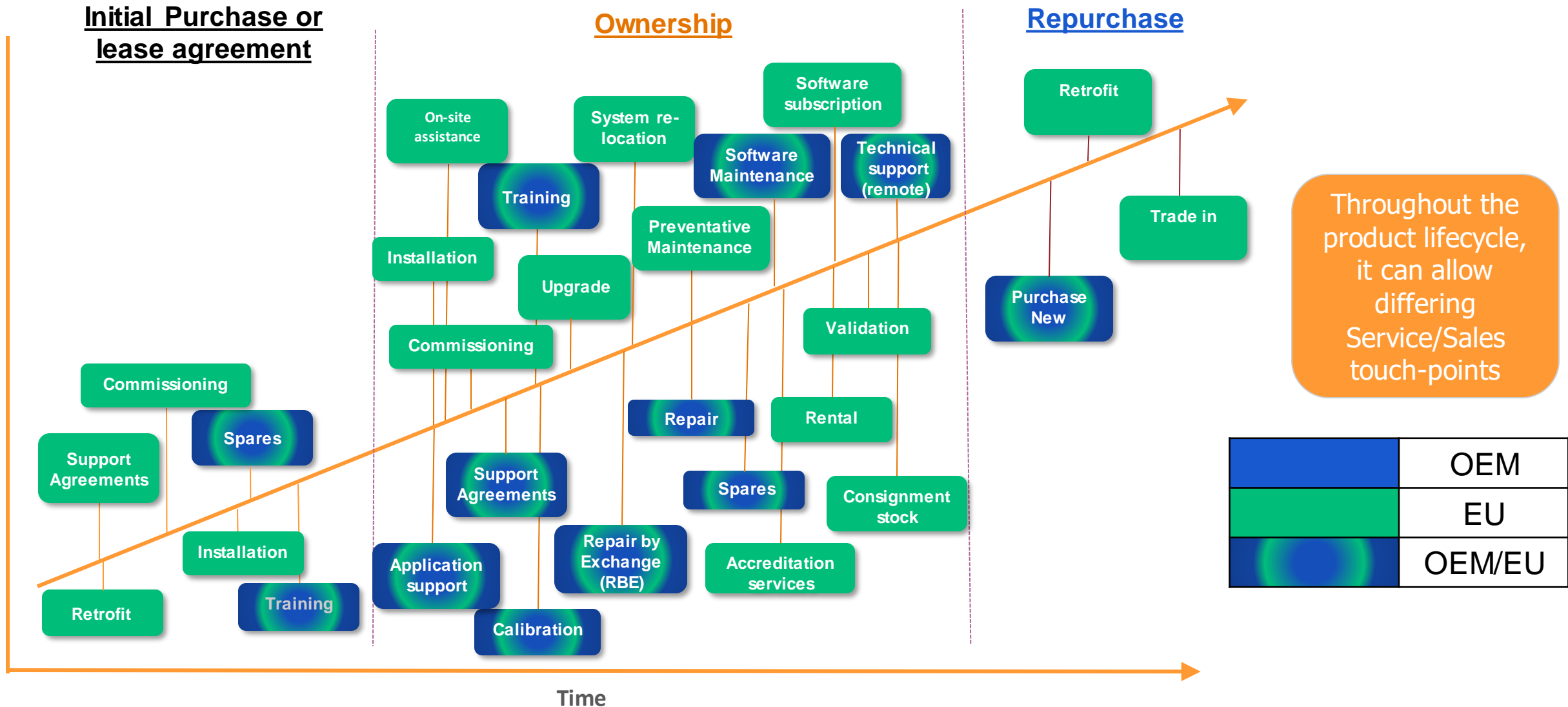


	OEM
	EU
	OEM/EU

# Customer touch-points – ‘The early years’



# Customer touch-points – ‘Today’



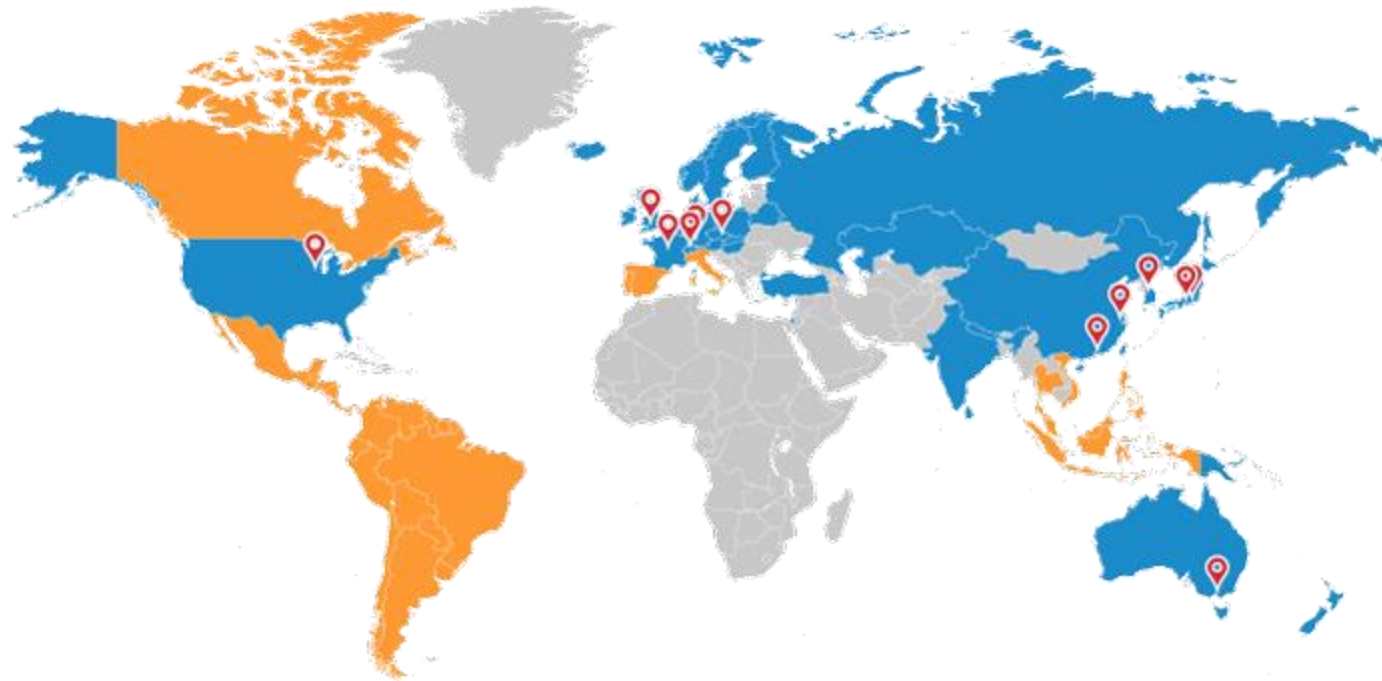
# Global support – ‘The early years’

● Repair/Test Centres

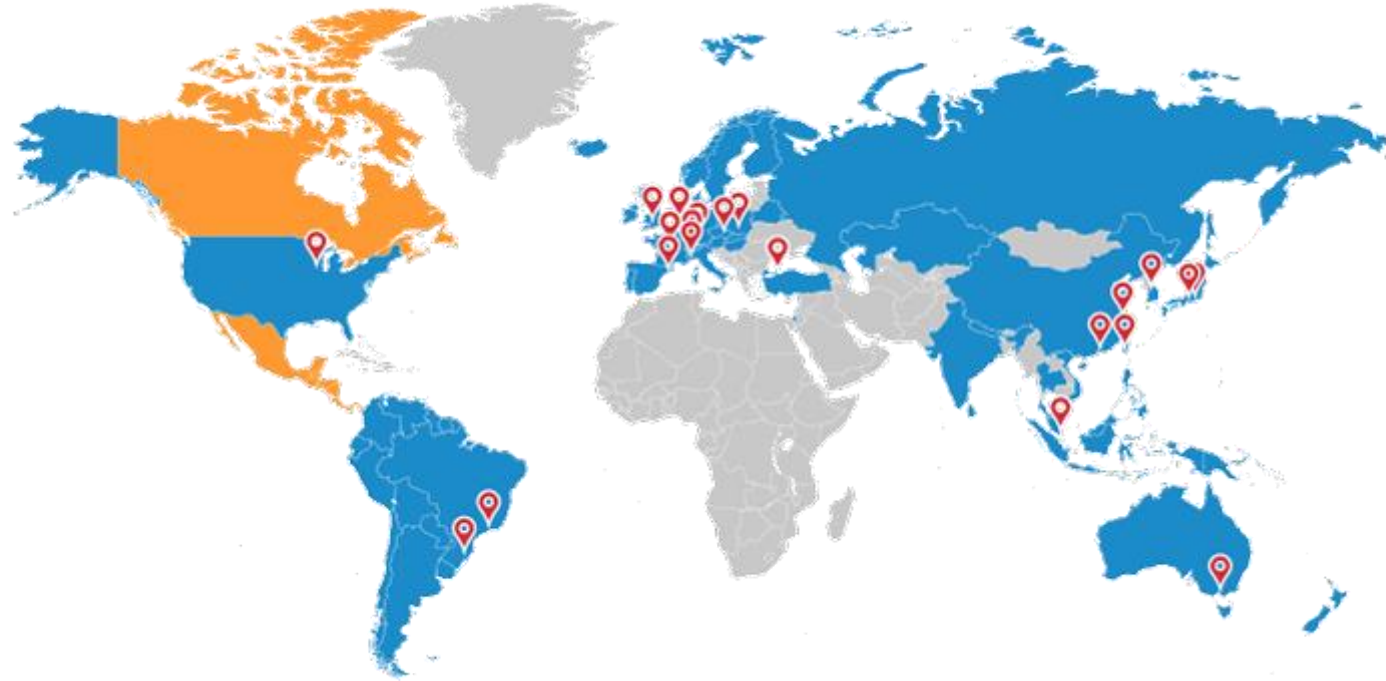




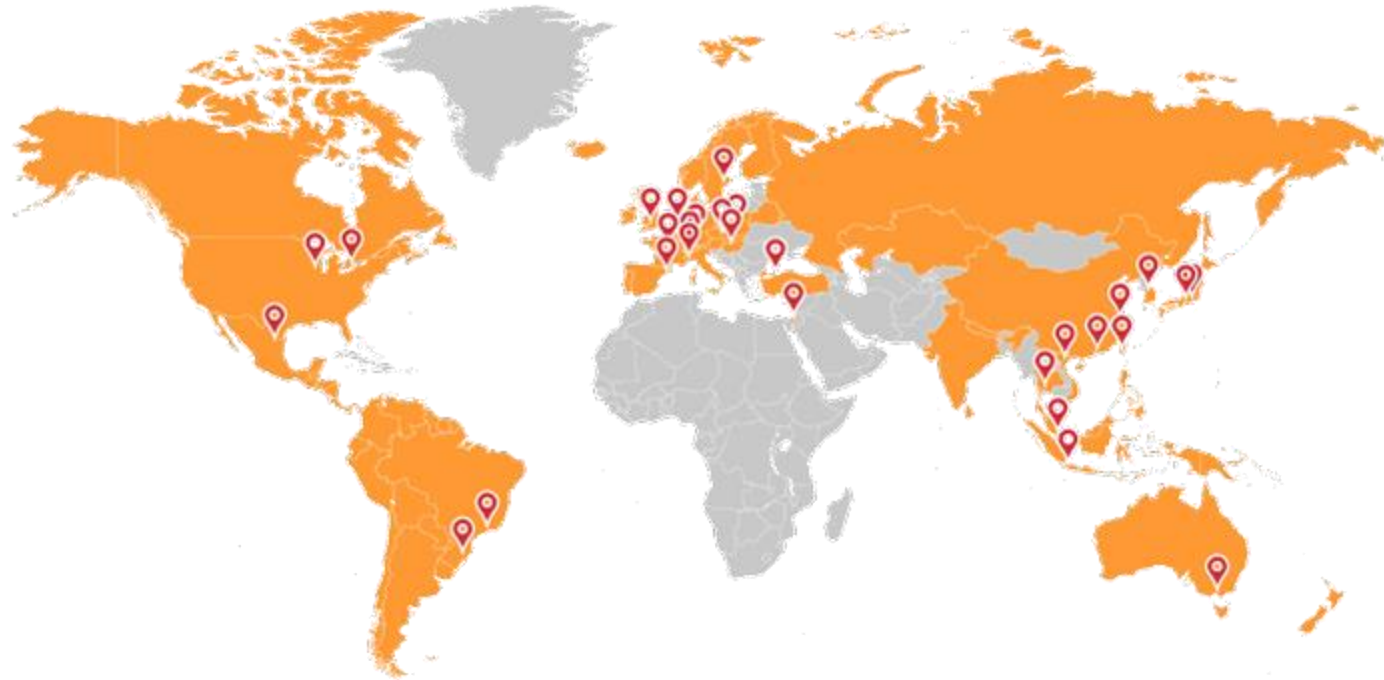
# Today global support – Repair centres



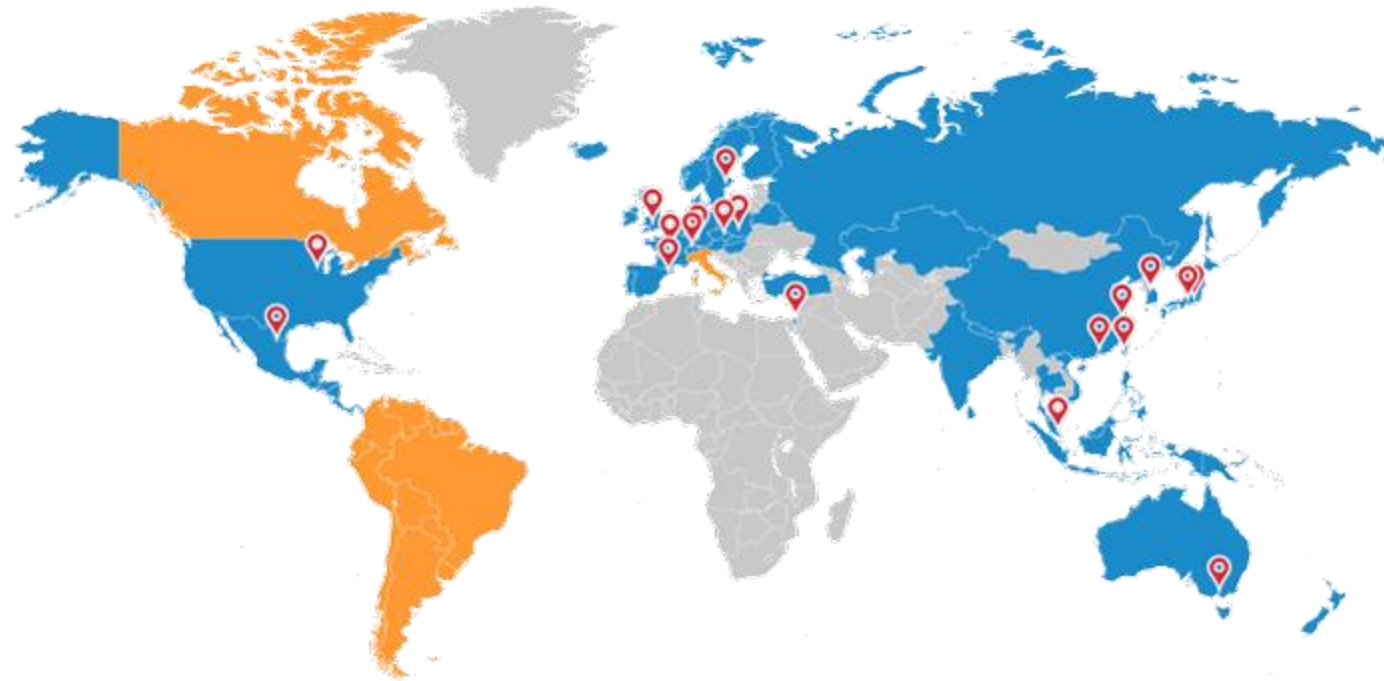
# Today global support – Test centres



# Today global support – Technical support



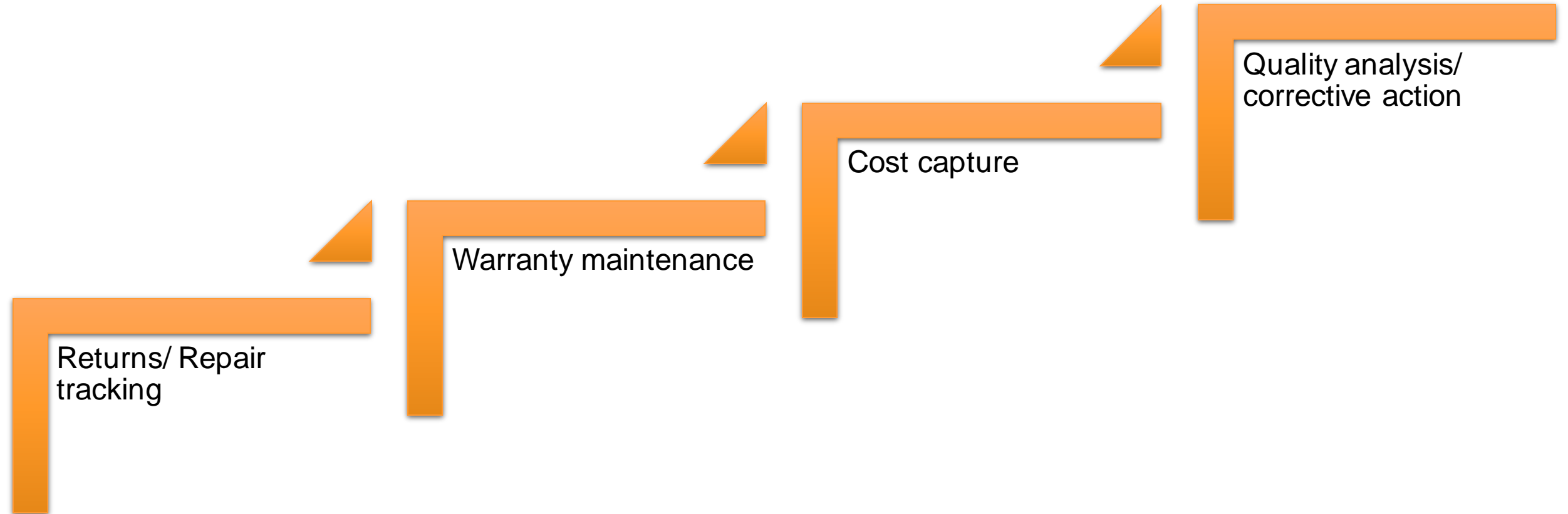
# Today global support - Training centres



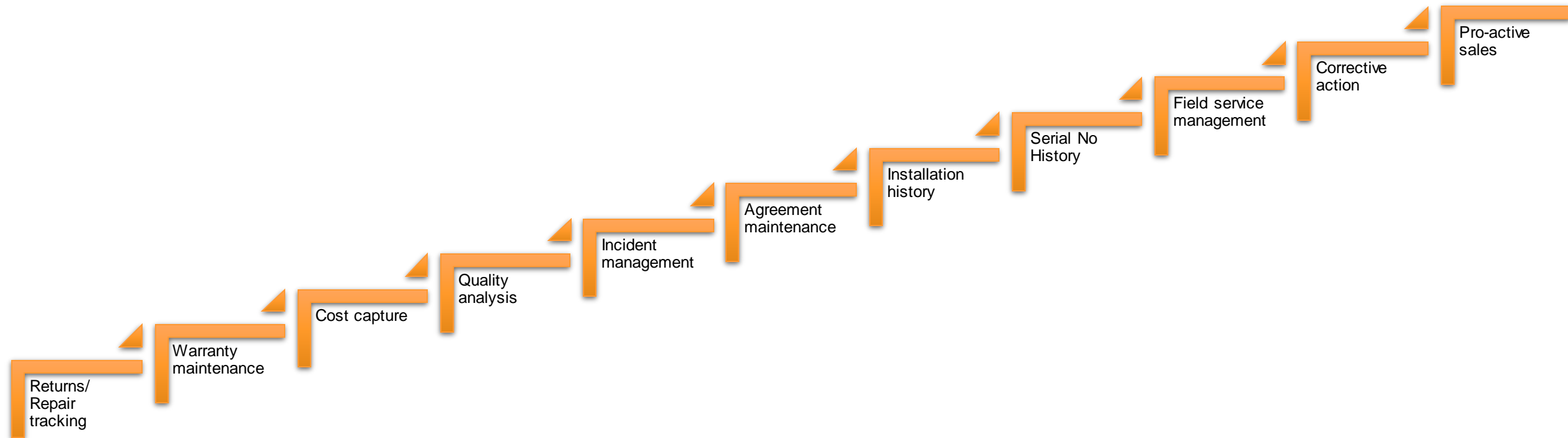
# Global support – ‘Today’



# System requirements – ‘The early years’



# System requirements – ‘Today’



# Systems

## Historical

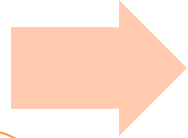
- MRP
- Repair module
- Sales order process Module
- CRM
- Launchpad
- Excel spreadsheets and queries, Word documents, retrofit database
- Paper records, PowerPoint, system configurator
- Bugzilla
- Outlook, Installation reports
- Expenses, timesheets
- Manual spreadsheet
- SharePoint spreadsheets
- Product Bulletins, Installation database
- Warranty database, QC Gauges, etc



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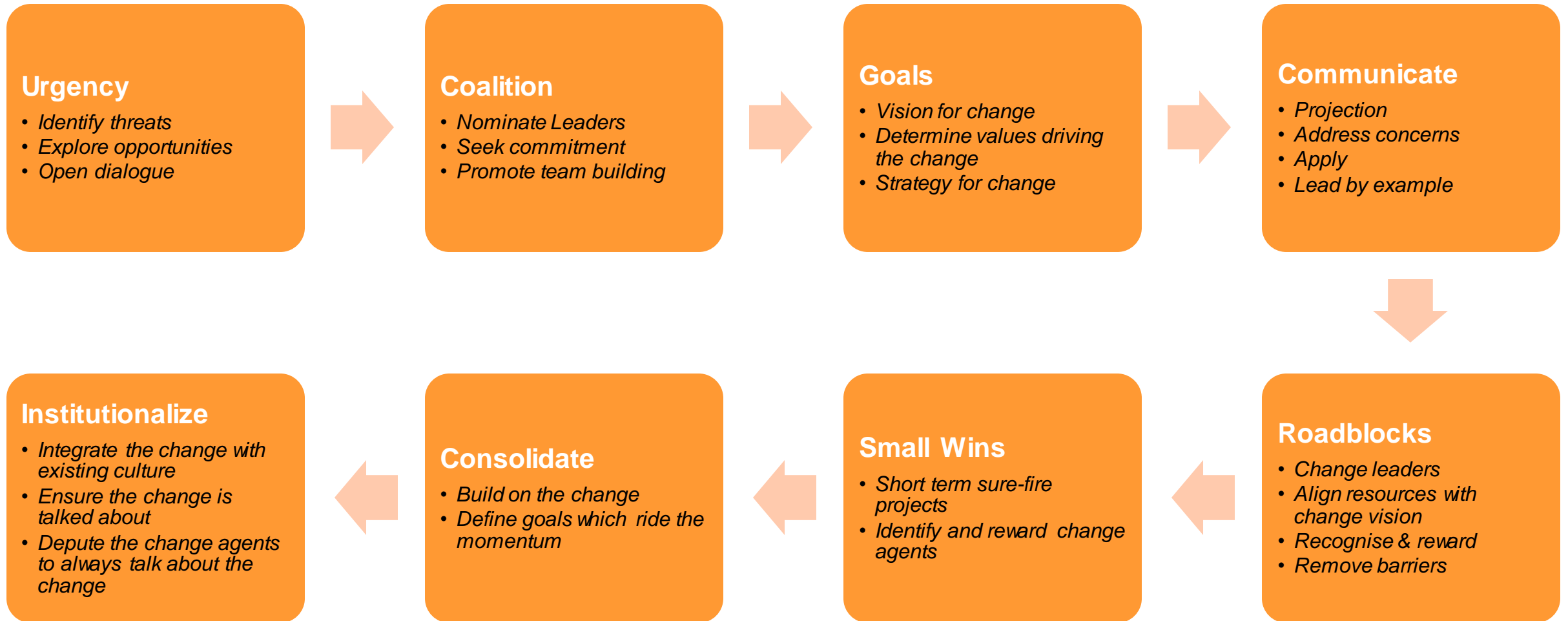
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## Future

- MRP
- ERP
- in-house Service and Support Database

# Kotter's 8-step Change Model



# Resistance to change

## Individual Resistance

- Habit
- Security
- Economic factors
- Fear of the unknown
- Selective information processing

## Organisational Resistance

- Group inertia
- Threat to expertise
- Threat to established power relationships
- Threat to established resource allocations
- Structural inertia
- Limited focus of change



## Discussion time