



Leading to rapid adoption of a new enterprise system

Project Overview:

Mosaic worked alongside one of the largest electric utilities in Canada, serving over 1.6 million customers through the operation of 30 hydroelectric facilities and three natural gas-fuelled thermal power plants. In planning the implementation of a new enterprise system, this electric utility chose The Mosaic Company to design, build and deliver training across the entire organization.



“We could not have done the job they did for us in the time they did it. Through their experience and proven track record, a quality product was produced on time and on budget. Mosaic’s project leads were outstanding people to work with. They are a team of professionals you can count on.”

Field Services Training and Development Project Manager

Challenges: Development and Training

This new enterprise system would affect 1,900 employees and their job processes, so it was critical for the implementation and training to foster employee buy-in and be delivered seamlessly. Internal implementation teams were operating in development silos with no clear strategy for how their systems and processes would come together to benefit the whole organization. Because the affected employee base was so diverse—ranging from unionized electrical trades to office workers to technical and professional management staff—training needed to be sensitive to different learning styles. Finally, it was a priority this utility that implementation and training be delivered on time and on budget.

Success with Mosaic

Beginning with a thorough process analysis, The Mosaic Company provided program design and project management to ensure rapid adoption of the new enterprise software.

- Our training development involved their employees in the process, fostering employee buy-in and excitement for the new system. Employees were involved from the start to enable a smooth transition to self-sustaining training and support.
- Our overarching training design drove their fragmented project team to better communicate and to understand how to bring their pieces together to create a more unified enterprise system.
- We successfully developed training that was sensitive to diverse learning styles.
- We delivered on time and on budget.