

Driving Global Adoption of Oracle Cloud with Change Management & Training



How a global medical device company prepared 3,000+ users for a seamless shift to Oracle Cloud ERP, PLM, and FAW

After 20 years on Oracle EBS, this global medical device company faced a major challenge: shifting thousands of employees across regions and departments to entirely new systems—and making sure the transition worked for everyone.

The Challenge

This wasn't just a tech upgrade—it was a complete shift in how they worked. The organization had to:

- Get employees on board after decades of legacy systems.
- Bridge technical skill gaps across a diverse team.
- Break down organizational silos across functions and regions.
- Preserve critical organizational knowledge while introducing new processes.
- Scale a strategy to change globally while keeping it personal.

The Solution

To make the transition smooth, they designed a change and training program that hit all the right notes:

Change Management

- Built a Change Champion Network to drive local ownership.

- Ran readiness checks and workshops to address concerns early.
- Shared clear, timely updates through newsletters, executive messages, and local outreach.
- Created open feedback channels with forums, Q&As, and interactive tools like Padlet.
- Provided step-by-step guidance through playbooks, videos, and enablement tools.

Training

- Designed role-based training across 18 workstreams using webinars, job aids, and hands-on sessions.
- Centralized all resources in a Training Hub for easy access.
- Trained SMEs with a train-the-trainer approach to scale efforts.
- Delivered region-specific training to make it relevant for every team.

The Results

Even before go-live, the results were clear:

3,000+

users engaged
globally

2,000+

Oracle Cloud
instructions created

500+

communications
delivered

140+

engagement sessions
hosted

90+

role-specific training
sessions completed

90%

positive feedback in
readiness surveys

100%

go-live triage teams
staffed and trained

What's Next

With go-live just around the corner, the team is confident, engaged, and ready. Backed by smart change management and training, they're set up to make this transformation a long-term success:

About Apps Associates

Apps Associates is a premier enterprise applications and technology advisor, counseling and executing across every stage of the enterprise transformation journey - not just the destination. For more than two decades, Apps Associates has closely collaborated with decision makers across nearly every industry, offering end-to-end integration, modernization, and cloud migration services. By helping to break down the silos within today's most complex business challenges, Apps Associates is unlocking solutions and efficiencies that scale into future opportunities.

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