Modernizing Utility Operations with Change Management and Training Support

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How a regional utility successfully transitioned to Oracle WACS with targeted change management and end-user training.

A regional utility organization serving thousands of customers across Delaware and New Jersey. The company operates two unique business entities, each with distinct cultures and legacy systems, supported by both field-based and remote teams.

The Challenge

The company's outdated Oracle Work and Asset Management (WAM) system was inefficient, costly to maintain, and difficult to scale. A previous poor implementation had left users frustrated and skeptical about change.

Key challenges included:

- Transitioning to Oracle WACS, a cloud-based platform, without disrupting operations.
- Engaging a distributed workforce, including many field employees with limited technical experience.
- Bridging cultural and operational gaps between two entities.
- Rebuilding trust and avoiding mistakes from the previous implementation.

The Solution

To ensure a smooth transition from WAM to WACS, we implemented a structured Change Management and Training strategy built on four key pillars:

1. **Awareness & Communication**
   Clear, consistent messaging through email, leadership updates, and videos to explain the "why," "what," and "when" of the change.

2. **Engagement & Feedback**
   Early involvement of end-users via surveys and a Change Champion Network to gather input and build buy-in.

3. **Training & Learning**
   Hands-on, role-based training supported by user manuals, job aids, and instructor-led sessions delivered by SMEs.

4. **Reinforcement & Support**
   Post-go-live support included a help desk, refresher training, and recognition of successful adoption.

The Results

With this tailored approach, users felt informed, prepared, and supported—leading to strong adoption across both entities.

Key Outcomes

300+
end users trained across **10+** departments

20+
instructor-led training sessions

7+
Learning Journey courses covering **25+** key topics, and 10 user manuals created

89%
user readiness reported pre-go-live

Seamless
Oracle WACS adoption with minimal operational disruption

Impact

By focusing on communication, engagement, and targeted training, the organization ensured a smooth transition to Oracle WACS. This approach helped rebuild user trust, reduce resistance, and unify teams across entities—setting the stage for long-term operational 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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