



Organizational Change Management Experts

HigherEchelon is a Summit-level Salesforce partner with deep knowledge and experience in providing organizational change management and training solutions.

Capabilities

Effective change management ensures that even the most advanced technologies are successfully adopted and embraced. As change management experts we understand the critical role the people side of change plays in maximizing the value of any technology investment. By leveraging proven methodologies, we guide teams through change with a focus on maintaining productivity and fostering a positive organizational culture.

Why Choose Us



End to End Organizational Change Management Planning

Including readiness assessments, champion planning, communications, training, resistance management, and measures of success.



End User Adoption Support

We understand the platform inside and out and can tailor adoption strategies that align with any organization or agency's specific needs.



Proven Expertise from Certified Professionals

Our certified change management and instructional design professionals work closely to align initiatives with strategic goals, ensuring sustainable success and long-term growth.



Featured Clients

- Group Management Services
- United States Marine Corps
- Department of Veterans Affairs
- Defense Contract Audit Agency
- Department of Energy Kansas City National Security Campus

Core Services and Solutions

- Change readiness assessments
- Organizational change management planning
- Training design, development, delivery, evaluation, sustainment
- Communications planning, delivery, and support
- Survey design and facilitation
- Success metrics development

Certifications

- Salesforce Certified in Core Platform (Sales, Service Cloud)
- Salesforce Certified specialists in OmniStudio, Marketing Cloud, MuleSoft/CRM-Analytics/Tableau
- Prosci Certified change management practitioners

