

Can't see the wood through the trees....

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M&A is a daunting program for IT, getting clear structure, maintaining people motivation and driving technology innovation is key.

..... People enable technology, which enables business......

M&A brings many challenges – get the first one right and the rest will follow:

- Cultural fit and working together, working as one– facilitated team building foster collaborative working
- Independent facilitated workshop to integrate foster social networking (retreat)
- Don't forget everyone has a good idea it's how you harvest this and handle it, be inclusive
- Communications keep people informed will assist in motivation
- Retention of key personnel rewarding people to stay and perform

Starting with the basics – moving on to more challenging

Start with one company in mind – be it acquisition i.e.: being part of the parent company or merger to create a new entity

Make it look an integrated business from the start

- Identity & access management
- Email
- Collaboration
- Unified Communication

Start the cost and operational efficiency program

- Workplace standardisation
- Network consolidation
- Common Infrastructure Platform
- Single IT Support and Management organisation

Get on to the more complex areas – Application Portfolio Management

Myth – we can simply consolidate or replace the core business applications! Clients have multi year policies in excess of 20 years any, application migration has to acknowledge that complexity from a data integrity perspective.

The application portfolio needs careful analysis to determine feasibility of consolidation or merger – there will typically be a need to dual run many core business apps, even if they are branded.

