



Business Integration

Exec Summary

Change Delivery Associates

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it's all in the delivery

Private and Confidential



The Challenge

- Create clarity around the As-Is position
- Assess performance of parent and acquired business
- Plan Integration - Costs, Dependencies and Implications
- Consider post integration business model and strategic alignment
- Ensure people implications were managed with the people impacted at the centre of thought and planning
- Deliver the plan





The Approach

- Leadership sessions to agree cultural aspects, change capability, desire and leadership challenges, timeline, budget and outcome expectations
- Agreed implications of options considered for potential people, customer, operations and financial.
- Post agreement Communications launch (parallel internal and external launch)– Including OD implications, TUPE, redundancy, group and individual consultation, voting for staff representation, grievance and appeal processes, capability assessment, timescales, business model implications (supply chain and technology), staff inclusion on direction,, DR and business continuity, customer retention / migration and attrition, profit & loss , balance sheet impacts.
- Resourced to ensure desired support provision for impacted staff, paced to enable business understanding.
- Regular communication on progress, risks and issue management managed openly inclusive of group consultation.
- Phased benefit delivery to partially fund capital requirements in year.





The Outcome

- Merger / Integration of 2 companies – planned and delivered.
- Closure of remaining elements.
- Leadership coaching across management team;
 - People Leadership
 - Emotional Leadership
 - Behavioural Leadership
 - High Performing Teams
- Coaching Managing Director.
- VMOST (Vision, Mission, Objectives, Strategy and Tactics) design and planning for 2009.
- Cultural alignment to business strategy.
- Reduced overall cost base by 57% and revenue transfer of 24%.
- Support of each member of the leadership team through merger planning and delivery by division.
- Design and delivery of overall consultation process.
- Lead through collective consultation with staff representatives.
- Level 2 customer lifecycle process review, including all aspects from customer contact to service delivery for new organisation.
- Delivery of all new structures, processes and infrastructure to support integrated business

