

Case Study – Acquisition integration

Our client had acquired another company and needed to integrate and consolidate the IT systems onto their own infrastructure.

Itica used our four stage consultancy process to transition email, file and print, remote access and business applications.

Benefits

- > Reduced operational costs
- > Experienced transition professionals
- > Transition effort minimised
- > End State: Single IT infrastructure

Situation

Itica's client is a UK subsidiary of a large European group who provide specialist services to Local Authorities and other Public sector organisations.

The client had acquired a competitor and needed to integrate the acquired business' IT systems onto their existing IT platform.

The client did not have the in-house resources to dedicate to this project and engaged Itica to manage the transition.

Actions

Itica worked with the IT Manager and used all four parts of the Itica process to transition the IT infrastructure from the acquired business estate onto the clients centralised IT estate.

Discover

The first key stage in any transition is to understand the current infrastructure. This was achieved by carrying out a discovery audit of the acquired businesses IT estate.

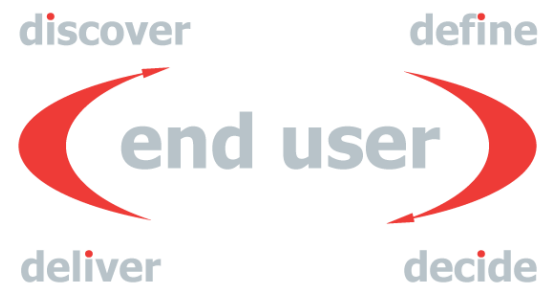
This delivered a detailed description of the existing infrastructure that allowed options and plans to be created to move these existing services to the centralised IT estate.

The Discover stage also captures the client's business imperatives for the transition, their cost sensitivities and any process or people issues that need to be addressed.

The information gathered during the Discover stage forms the basis of the subsequent stages, Define, Decide and Deliver. The information is reviewed at various points of the process to ensure that the original objectives are being met.

The Itica Process

- > Discover – What is there to transition
- > Define – Options for transition
- > Decide – Select option
- > Deliver – Service transition



Services integrated

- > Business Applications
- > Email
- > File and Print
- > Remote Access

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Define

In this stage we took the output of the Discover stage and generated the options available to transition onto the clients centralised IT systems.

The majority of systems were compatible, but the remote access solution was not a good fit so an alternative option was created. It was also necessary to provide options to support different back end Databases.

Decide

The options were evaluated against cost, implementation timescale and risk. There was an option that had clear benefits for the client comprising virtual servers, IPSec VPN remote access and thin client technology. This option was recommended and accepted by the client and details of the change programme to implement it were prepared.

Deliver

The IT service suppliers were managed to deliver the change programme required to accommodate the new sites and users. Itica offered additional technical input to transition the users and their email.

Results

The IT infrastructure from the acquired business was successfully transitioned onto the new owner's IT platform within nine months of the acquisition and the client's IT resources were not diverted away from their own activities to M&A transition activities.

Before

- > Separate IT estates
- > Two sets of service providers
- > Hard to collaborate, emailing documents back and forth, travelling between sites to meet
- > Two identities, head offices, phone numbers



After

- > Single infrastructure for both businesses
- > Service providers consolidated
- > Benefits of collaboration based on single Sharepoint, IP Telephony, Video Conferencing
- > Single head office, 1 telephone number