![SUIHSAK LLC CONSULTING SERVICES]

Case Study

Acquisition Integration

To Integrate new Acquisitions domains, security, data and vendors in a consistent and timely manner.

Acquisition Outlook

With over 30 acquisitions in a single year (2022), it was important that a process around integration was created with clear milestones, timeframes and outcomes that could be repeated and scaled up consistently and effectively.

Creation of a process

The process was broken into four steps:

1) **Discovery:** This included understanding the requirements from a Security, Engineering, Procurement and Data stand point. Coming up with a process to get the accesses and answers prior to meeting with the acquired agency, allowing for a streamlined process and highlighting all unique aspects of the agency.
2) **Execution:** Creating an SLA and milestones based on company priority to reduce risk. This allows the team to understand what has to happen when and ensure focus is on the proper requirements throughout the entire integration.
3) **Transition:** Ensuring a smooth migration day with training, support and care to the agency, ensuring they felt supported and easing any concerns.
4) **Follow Ups:** This includes all post migration tasks, like making sure old licenses were cancelled as well as secondary transitions, like password managers, and procurement/data initiatives that required more time.

Short-Term Goals:

Create processes and timeframe that is consistently achievable.

Long-Term Goals:

Use Data and continuous improvement to shorten timeframe and become best in class.

Successes

Built a sustainable process with minimal interaction with the acquired agency as they are integrating with each department.
Created a strong team who each know the roles and responsibilities of others.
Built redundancies into the process so each milestone is hit.
Built the discovery process around other departments discovery to reduce repeated questions and increase knowledge share.
Built templates and guides for easy knowledge transfer to new users of the process.

Results

Security suite installation reduced to less than 14 days, greatly reducing risks.
$46k in annual labor savings by reducing the transition period to 2 hours
33 day turn around timeframe from acquisition to integration. Able to Integrate weekly

"I can't comment enough on the entire team. We are so used to migration timelines being pushed off, it was a bit of a jolt to see that each milestone date was met and the next step occurred."

-Rob, principle of acquired agency.