



CASE STUDY

IT Acquisition Integration

“Major Oak is results driven; you can trust them to do the right thing. I was impressed with their depth of knowledge.” - CEO at a leading BPO and Contact Center Outsource provider

CLIENT

Regional Utility Company

CHALLENGE

Acquisition of another regional utility company and integrate disparate IT infrastructures

RESULTS

- Performed exhaustive inventory of all data and voice technologies
- Identified technology congruency and disparate integration points
- Provided comprehensive report identifying integration requirements, recommendations, strategy, budget and timeline

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Background

A publicly held regional water system was in the process of acquiring a water utility in another state. Upon the completion of the acquisition, the resulting entity would be the largest US based publicly traded utility company in northeast. After the negotiations were nearly completed, it was necessary to determine the impact to the technology infrastructures of the two organizations upon the completion of the acquisition. Our client engaged Major Oak consultants to assist in performing a technology inventory, determine integration points and gaps, develop an integration plan with risk profiles and establish tentative timelines and budget estimates.

Project Details

Major Oak Consulting was engaged five months prior to the acquisition date. The entire technology infrastructure for the new acquisition needed to be integrated on the final transaction date to eliminate any disruption in service to their “new” customers. Several aspects of the technology infrastructure were analyzed including internet connectivity, LAN/WAN design, WAN connectivity, email, website, network security, remote access security, system operations, enterprise/departmental applications for water operations, asset management, financial, payroll, HR, GIS, document management systems, PC/Laptop inventory, in addition to their telephony infrastructure. Major Oak facilitated meetings between the entities and provided detailed templates to gather the critical technology information. The results from the inventory were tabulated and reviewed to confirm accuracy and discuss anomalies. Detailed planning sessions were facilitated to develop plans, rank risks and establish strategy. The final deliverables included a comprehensive presentation to their senior staff to provide recommendations, set priorities and identify risks of the plan.

The Major Oak Difference

Major Oak developed inventory and integration framework, successfully facilitated preacquisition discussions, provided current state summary and recommendations highlighting action summary, support needs, timing, risks and estimated incremental and operational costs for voice communications, data communications, data network personal computers, laptops and PDAs, operations applications, file/domain servers, email server, utility infrastructure monitoring and control systems, customer information system, asset management system, HR/Payroll and financial system. Major Oak’s involvement provided a clear understanding of the impact and risks of the acquisition and the client successfully performed the merger with no disruptions in service to their customers.