



We helped a large Australian financial services company to program manage a post-merger integration and enabled the company to stay focused on its core business

The Challenge

A large Australian financial services company had successfully completed due diligence, and was in the final stages of transaction execution for the acquisition of another Australian financial services provider. A Transition Services Agreement (TSA) was required at the same time as the sale and purchase agreement, and the client wanted to commence integration planning as early as possible to enable them to hit the ground running as soon as the transaction was finalised. Deloitte was engaged to program manage the overall integration, including TSA support, day one planning, and post-merger integration.

How we helped?

Deloitte's merger integration methodology was used to accelerate the integration process by providing the client with a pre-defined comprehensive approach that was tailored for the specific program, and provided the best of our experiences to enable the integration to 'hit the ground running'. This included provision of methods, tools and strategic insights to support the design effort.

Specifically, Deloitte assisted with:

- Establishing an Integration Management Office (IMO) to develop the integration strategy and associated plan
- Coordinating the integration effort in collaboration with the Head of Integration
- Developing the Transition Services Agreement in conjunction with each functional stream lead
- Validating target synergies and developing a plan for realising synergies
- Assessing the people, technology, customer and product implications of the change and associated planning to manage these
- Developing and coordinating communications to stakeholders.

Value delivered

Using a collaborative pragmatic manner, Deloitte facilitated the development of project and program level deliverables during the integration planning phase. This enabled the client to stay focused on the key sources of value and risks of the integration.

The integration was successful with a key measure being the divisions increase in market share to number two in Australia. The integration also added key footprint in areas of regional Australia not previously serviced, opening up the opportunity for further organic customer growth. All customers were migrated across to new relationship managers and technology platforms within the agreed retention thresholds and all key personnel were retained as part of the integration effort.



Contacts

Rob McMillan

Partner – [Deloitte Consulting](#)

Tel: +61 2 9322 7047

romcmillan@deloitte.com.au

Susan Woods

Partner – [Deloitte Consulting](#)

Tel: +61 2 9322 5813

swoods@deloitte.com.au

Tim Riordan

Partner – [Deloitte Consulting](#)

Tel: +61 3 9671 6473

triordan@deloitte.com.au

Paul Osman

Director – [Deloitte Consulting](#)

Tel: +61 3 9671 6412

posman@deloitte.com.au

Collin Earp

Director – [Deloitte Consulting](#)

Tel: +61 2 9322 5342

crnearp@deloitte.com.au

This publication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively the “Deloitte Network”) is, by means of this publication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this publication.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/au/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms.

About Deloitte

Deloitte provides audit, tax, consulting, and financial advisory services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 150 countries, Deloitte brings world-class capabilities and deep local expertise to help clients succeed wherever they operate. Deloitte’s approximately 170,000 professionals are committed to becoming the standard of excellence.

About Deloitte Australia

In Australia, the member firm is the Australian partnership of Deloitte Touche Tohmatsu. As one of Australia’s leading professional services firms, Deloitte Touche Tohmatsu and its affiliates provide audit, tax, consulting, and financial advisory services through approximately 5,700 people across the country. Focused on the creation of value and growth, and known as an employer of choice for innovative human resources programs, we are dedicated to helping our clients and our people excel. For more information, please visit our web site at www.deloitte.com.au.

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Touche Tohmatsu Limited

© 2012 Deloitte Touche Tohmatsu

DFE_HYD_Job 338_D8_02/12