



Issue LXIII, February 2014

## The Deloitte Corner Booth

*A Deloitte Consulting Newsletter for the Chicago Booth Community*

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### Editors

Matt Lackowski  
Nate Demmy  
Tonia Shen

### Greetings from the Editors

Thanks for another outstanding recruiting season! We are excited to get to know our new Summer Associates and hope you are looking forward to a great summer experience. In this edition of The Deloitte Corner Booth, the newsletter dedicated to keeping in touch with the Chicago Booth community, George Lagone, Booth Alumnus Class of 2012, describes Deloitte's technology practice and the value of networking in consulting.

**As always, we want to hear from you! Submit a Virtual Coffee Chat question and your name to [thedeloitteccornerbooth@deloitte.com](mailto:thedeloitteccornerbooth@deloitte.com) for a chance to be featured in an upcoming issue.**

In this month's newsletter, we're featuring the following:

- **Deloitte at Booth** – Check out when we'll be on campus!
  - To learn more about careers at Deloitte Consulting, please visit [our website](#)
- **Virtual Coffee Chat** – Learn about the impact we have on our clients
  - George Lagone '12 shares his experience in the Technology practice and advice for those who want to start a career in consulting.
- **“Strategy”** – Listen to the latest thoughtware from Deloitte Consulting
  - Explore what's ahead in the Technology, Media, and Telecommunications sectors in 2014
- **Why Deloitte?** – Link to what others are saying about Deloitte

Thanks,

The Editors of the Deloitte Corner Booth

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### Deloitte at Booth

*[Check out when we'll be on campus](#)*

### Key Dates

No upcoming events scheduled at this time. Be sure to check next month's issue for updates!

**George Lagone '12 shares his experience in the Technology practice and advice for those who want to start a career in consulting.**



**Tell us about your past experience, interests and current experience at Deloitte.**

Prior to joining Deloitte, I spent 6 years in technology consulting, and 3 years working for the online research division of a publishing company.

My passion centers on enhancing customer experience – regardless of the industry. I aligned with the healthcare industry as health insurers are putting new focus on customer interaction. Many of these companies previously spent little time thinking about how to interact with individual consumers. The implementation of the Affordable Care Act has forced large insurers to put new focus on catering to the individual rather than selling group policies to employers.

My current project is an assessment of the off-exchange enrollment processes and systems for a large health insurer. Shortly after our interviews started, we found that the technology issues had less to do with systems or platforms, and more to do with the organizational structure. This client is organized in silos, and over time their data and IT systems have taken on a similar form. In order to resolve the uncovered technology issues, we will need to work with our client to make significant changes to their IT governance before starting more tactical system modifications.

**Why did you choose Deloitte, and specifically the Technology practice?**

I chose Deloitte's Technology practice because I wanted to join a firm which could serve as both the strategic advisor and the system integrator. I believe that the advice you provide (especially in the technology world) is only as good as your ability to deliver on your recommendations, and Deloitte is uniquely positioned in the technology services market to fill both roles.

**Networking is important at both Booth and Deloitte – do you have any tips you can share on how to best network?**

I like to use formal networking for depth, and informal for breadth. For formal networking endeavors, my Deloitte approach is much the same as my approach for the recruiting process at Booth - focus on specific people (previously companies) who I have researched and know that I share similar interests with. For informal networking, I follow two rules – keep up with your start classmates and show up in the office on Fridays. I do my best to grab lunch or go to happy hour with my classmates on Fridays and we inevitably end up talking shop. If what they're working on sounds interesting to you, ask if there's anyone else on their project you can talk to.

**What advice do you have for MBAs hoping to start a career in consulting?**

Be focused. Part of the draw of consulting is variety of work, but be sure to have a few areas (Industry or Functional) you would like to concentrate on and do your research accordingly. Being able to "talk the talk" will help you get staffed on the projects you want. Changing focus is perfectly fine as well, but always have one. In my experience, the more career-satisfied consultants are the ones that pursue the projects they want, rather than taking whatever shows up in their inbox.

## "Strategy"

*Read the latest Thoughtware from Deloitte Consulting*

**Need some insightful reading outside of class? Download the latest in Deloitte publications...**



### **Technology, Media, and Telecommunications Predictions for 2014**

Explore what's ahead for the Technology, Media, and Telecommunications sectors in this special report that highlights Deloitte's predictions for 2014.

Check it out [online](#).

## Why Deloitte?

*[Link to what others are saying about Deloitte](#)*

Deloitte celebrates 15 years on FORTUNE's "100 Best Companies to Work for List". What an accomplishment!

Read about it [online](#).

Also, check out the following links!

- [FORTUNE's 100 Best Companies to Work For 2013](#)
- [Top 50 Companies for Diversity](#)
- [CNNMoney.com's Top MBA Employer](#)
- [Consulting Magazine's Best Firms to Work For 2013](#)

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