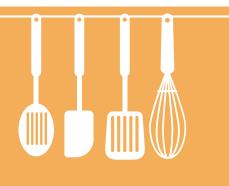


The CIO's Cookbook M.A.D Science



Considerations



2

Actively engage with the management; Ensure seat at the table during due diligence

3

Draft and architect integration plan during due diligence

Revisit the M&A playbook to adjust for transaction specific requirements

H

Establish a joint Steer-co. Identify and halt/stop conflicting key projects or initiatives

5

Reach out to the service providers to review and negotiate contracts and employ specialized staff

6

Bucketize staff and systems to retain, transition and eliminate. Simplify

7

Setup a robust service monitoring, service management and document collaboration mechanism

8

Capture lessons learnt

5 Phase Approach to M.A.D Science

PHASE 1

Merge Systems of

Engagement and

Collaboration

(Mergers, Acquisitions & Divestiture)

Unify Culture ● Simplify Processes ● Consolidate Contracts ● Consolidate Orgs ● Eliminate Duplicate Systems

PHASE 3 Build a Unified Infrastructure

PHASE 2 Consolidate Systems of

Records (ERP, CRM, websites,

E-Commerce etc.)

Phase 0

- Document Expectations
- Build a To-be state Blueprint of architecture and Target Operating Model

PHASE 4

Capture Lessons Learnt and update M&A Playbook

