



IBM Global Services

# Mergers and Acquisitions: Strategies for Successful Integration

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# Overview

- **One Year Ago . . .**
- **What Has Changed?**
- **What Worked?**
- **Lessons Learned**
- **Summary**

## A Look Back . . . One Year Ago

- **End of October 2006, IBM knocks on our door**
- **We are different – independent**
- **Spreading the word**
- **Transition teams parachute in**
- **Nothing will change but our world does**

## What Has Changed?

- **1200 employees vs. 370,000 employees**
- **\$350 million company vs. a division of a \$92 billion company**
- **Process challenged vs. process rich**
- **Decision making process**
- **Maintaining the culture**

## What Worked?

- **Transition executive and team assigned to help us migrate to the IBM Way**
- **Work streams established**
- **PMO tracked progress**
- **Regular focus groups for feedback**
- **Retention strategy for key leaders**
- **Alignment of IBM and ISS teams**

## Lessons Learned

- **Communicate, communicate, communicate**
- **Educate, educate, educate to set expectations**
- **More knowledge of IT systems locally**
- **Integrate experienced IBM executives in business unit**
- **Acknowledge that everything changes vs. stays the same**

# Summary

- **Back to basics**
- **Listen and watch the feet**
- **Change management is critical**
- **Leadership is the key**



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***Thank You!***

***Questions?***

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