

# OPTIMIZED OPERATIONS AFTER GLOBAL ACQUISITIONS

Technology Case Study

## THE CLIENT CHALLENGE

Over a six-year period, one of the world's leading multinational manufacturers of digital display products made a series of acquisitions across France, Italy, Finland and the U.S. **These acquisitions expanded the company's product and talent pool, bringing the challenge of a diversity of practices, systems and procedures.**

But a company is more than just a sum of its parts, and the disparity in operations across the company was creating inefficiencies and inhibited cross-collaboration. The leadership team needed a way to identify and assess its new portfolio to determine which options would best support its newly expanded operation. And it needed to do so in a way that was not disruptive to its team members or its customer service.

North Highland was selected to lead this integration effort, tasked with defining and implementing common and consistent business processes and systems that adopted the best practices of the acquired firms.

## THE SOLUTION

North Highland drove the research and decision-making process to determine the best operational processes and systems to apply company-wide. Then North Highland recommended the most effective and least disruptive integration approach for each.

With buy-in secured, North Highland ultimately led the project management effort for each integration, including project and resource planning, documenting as-is and to-be processes, data conversion, testing, training and go-live coordination.

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## THE VALUE

Against an aggressive timeline, all companies were successfully integrated, with North Highland managing the crossover to the client's newly designed organization, business processes and systems. With North Highland's leadership, the company was able to create a larger organization that is far stronger and faster than its individual parts ever were.

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## ABOUT NORTH HIGHLAND

North Highland is a global management consulting firm that delivers unique value, relevant big ideas and strategic business capabilities to clients around the world. The firm solves complex business problems for clients in multiple industries through an integrated approach and offers specialty services via its Data and Analytics, Managed Services, and Sparks Grove divisions. North Highland is an employee-owned firm that has been named as a "Best Firm to Work For" every year since 2007 by Consulting Magazine. The firm is a member of Cordence Worldwide ([www.cordenceworldwide.com](http://www.cordenceworldwide.com)), a global management consulting alliance. For more information, visit [northhighland.com](http://northhighland.com) and connect with us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

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CONVERSION, TESTING,  
TRAINING AND GO-LIVE  
COORDINATION.**