

CASE STUDY

Business Transitions

Amalgamation and Integration

Acquence

OPPORTUNITY

A multi-billion-dollar organization targeted medium-sized financial institutions for specialized service expansion. Following an ERP implementation, leadership recognized that hitting targets required a strategic shift, addressing talent, culture, and the human dynamics that often decide transition success.

SOLUTION

Acquence led the integration of a newly acquired subsidiary through a structured, people-centred approach. Beyond operational rigor, we performed soft due diligence to uncover leadership fit and cultural risks invisible to financial audits. We monitored human signals (trust, engagement, role clarity) and drift signals (communication gaps, accountability lags) to allow for rapid intervention. The project included process/role redesign and function integration, completing three months early. Following this success, we provided post-integration stabilization support at the parent company to sustain gains.

MEASURABLE RESULTS

- **Process & Role Redesign:** Created a unified operating framework and clear accountability chains.
- **Talent Analytics:** Identified critical gaps to inform a transition-ready talent strategy.
- **Behavioral Intelligence:** Used human signals and drift detection for real-time risk mitigation.
- **Sustained Momentum:** Post-integration support ensured cultural adoption and execution speed.

Conclusion: By combining operational integration with behaviorally intelligent governance, Acquence successfully positioned the organization for sustainable growth and long-term value retention.

Challenges

- Non-scalable business model
- Data governance gaps
- 2008 downturn pressures
- Hidden human transition risks

Activities

- Soft due diligence
- Human signals monitoring
- Drift signals identification
- Stabilization support

Tangible Impact

- Successful Amalgamation
- Operational Excellence
- Cultural Alignment
- **\$250M Annual Savings**