The growing M&A boom.

Many advisors expect to be involved in a deal in the near future: 72% say delivering a superior customer experience is a key reason to join forces with another firm.

23% expect to be part of a merger or acquisition in the next two years.

In fact, advisors say that operational issues are among the top challenges in any M&A deal.

Making a deal work.

Operational concerns top the list of advisors’ fears about how a deal could go wrong:

60% say bulk transfer of new clients is a challenge, second only to cultural alignment (62%).

37% say their biggest fear is that clients don’t transition to the successor.

34% are worried that clients will have a poor experience due to operational delays.

Key strategies to deliver stellar client service.

Technology and infrastructure are critical to meeting clients’ expectations during a merger or acquisition:

98% say having an efficient and scalable back office is very or extremely important when integrating firms.

Advisors identify several specific functions as critical when merging firms:

- 74% Client communications
- 64% Workflow management
- 64% New account management process
- 61% Document management

Smart steps for advisors

Learn more about strategies to ensure post-M&A success by reading the white paper, “A Strong Foundation.”

Source: WealthManagement.com survey, M&A Activity in Wealth Management, April 2018