

9 Essential TSA Principles for Success



1.

The Main Thing

Focus on closing & rapid transition as the “main thing”

2.

No Time to Burn

Start TSA development ASAP /
Execute with Definitive Agreements

3.

Where-is / As-is

Transition now, with what
Seller uses – Optimize later

4.

Max Day 1 Cutovers

TSA's should be exception vs.
default for everything

5.

Relationship Capital

Build and maintain
collaborative relationships
based on mutual objectives

6.

Dedicated Governance

Use dedicated resources for TSA
governance, statusing, dispute
resolution, etc.

7.

Use Incentives / Penalties

You get what you incent (and
measure) – Reward early exits

8.

Nobody Wins a Price War

Set reasonable, cost-based
pricing and terms

9.

Stagger TSA Exits

By function, process, system,
vendor, location, etc. vs. “Big Bang”