

CUSTOMER CASE STUDIES

How T-Mobile Used Conductor to Execute a \$28B Merger

How Conductor gave leadership real-time visibility across the T-Mobile and Sprint merger, one of the largest telecom integrations in history, which T-Mobile went on to complete ahead of plan.

Sensei Labs August 7, 2026



THE DEAL AT A GLANCE

\$28B

merger deal value (T-Mobile and Sprint, 2020).

\$76.9B

combined annual revenue of the merged company.

133M+

customers across the combined network.

Background

In 2020, T-Mobile acquired Sprint in a landmark \$28 billion merger, positioning itself as a leading telecom giant with a combined revenue of \$76.9 billion and a customer base exceeding 133 million. To

navigate the complexities of this large-scale integration, T-Mobile leveraged Conductor, a powerful and adaptable platform, to streamline processes, track financial synergies, and maintain clear visibility over intricate projects.

The T-Mobile and Sprint merger aimed to consolidate resources, expand network capabilities, and enhance customer offerings. However, integrating two massive organizations presented challenges, including aligning operations, unifying corporate cultures, and achieving projected financial synergies.

THE CHALLENGE

Integrating two massive organizations

Complex integration Merging extensive networks, systems, and teams required meticulous coordination.	Financial synergy tracking Ensuring cost savings and revenue enhancements were realized demanded precise monitoring.	Project visibility Maintaining oversight over numerous concurrent integration projects was critical to meet deadlines and objectives.
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THE SOLUTION

Implementing Conductor

To address these challenges, T-Mobile adopted **Conductor** to orchestrate their integration and gain full oversight of the process.

COMPREHENSIVE INTEGRATION MANAGEMENT	Conductor provided a centralized system to oversee all integration activities, ensuring alignment across departments.
KPI AND BENEFITS TRACKING	The platform enabled real-time monitoring of financial metrics, allowing T-Mobile to verify that targets were being met.
ENHANCED PROJECT VISIBILITY	With Conductor, T-Mobile gained clear insights into project statuses, timelines, and potential risks, facilitating proactive decision-making.

THE RESULTS

What T-Mobile achieved

By using Conductor, T-Mobile achieved:

Efficient integration

The platform's structured approach ensured that the merger proceeded smoothly, minimizing disruptions.

Financial accountability

T-Mobile successfully tracked and realized projected synergies, contributing to its robust financial performance post-merger.

Improved oversight

Enhanced visibility into projects allowed for timely interventions and kept the integration on schedule.

Effectively completing the largest, most successful telecom integration in the world.

Mike Sievert

CEO, T-Mobile · Q4 2023 earnings

IN SUMMARY

Conclusion

T-Mobile's strategic implementation of Conductor during its merger with Sprint exemplifies how leveraging specialized tools can facilitate complex integrations in the telecommunications industry. Conductor's capabilities in managing integration processes, tracking financial outcomes, and providing project visibility were instrumental in T-Mobile's successful merger execution.

Frequently asked questions

How do you track synergies during a large merger integration?

By connecting every synergy target to the integration initiative responsible for delivering it and monitoring both in one system. T-Mobile used Conductor during the \$28 billion Sprint integration to track cost savings and revenue enhancements in real time against targets, so leadership could verify that projected synergies were actually being realized rather than waiting for post-merger financial results.

What is the biggest operational risk in integrating two large companies?

Losing oversight. Merging extensive networks, systems, and teams generates hundreds of concurrent projects, and if their status, timelines, and risks live in separate places, problems surface too late to fix. T-Mobile addressed this by running the entire integration on a centralized platform that kept every workstream visible and aligned across departments.

Do you need specialized software for a merger integration, or will project management tools do?

For an integration of T-Mobile and Sprint's scale, a general project tool wasn't enough. The integration needed integration-specific capabilities: centralized management across all workstreams, KPI and benefits tracking tied to financial synergy targets, and portfolio-level visibility into risk. Those are the capabilities T-Mobile cited as instrumental to executing what its CEO later called the most successful telecom integration in the world.

How long does it take to realize synergies after a merger closes?

Synergy realization runs well beyond close. T-Mobile's 2020 merger was still being reported on as an integration success in its Q4 2023 earnings, three years later. That is why real-time synergy tracking matters: the integration team needs to see whether targets are on track for years, not just in the first 100 days.

What made the T-Mobile and Sprint integration successful?

Three things, according to the case: comprehensive integration management that aligned every department on one centralized system, KPI and benefits tracking that verified synergy targets were being met, and project visibility that surfaced risks early enough for timely intervention. Together they kept the integration on schedule and let T-Mobile realize its projected synergies, contributing to strong post-merger financial performance.

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getconductor.com/resources/how-t-mobile-used-conductor-to-execute-a-28b-merger



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