

IT Considerations After a Merger or New Acquisition



With a pending or recently completed M&A, there's a lot of opportunities for IT streamlining and optimization. Here are a few major categories that often need revisiting and alignment following M&As. Do any of these areas still need evaluation and addressing?

- ▶ Unified Communications
- ▶ Contact Centers & CCaaS
- ▶ Productivity Suite
- ▶ Disaster Recovery & Business Continuity
- ▶ Cloud Services
- ▶ Network
- ▶ Internet

Questions to Ask

Once you identify a particular area that requires assessment and streamlining, it's time to dig further into that service to better understand your current state and new needs.

Unified Communications

- ▶ What communication, collaboration and telephony solutions are currently in use?
- ▶ Who is in charge of each solution?
 - ▶ Who is responsible for implementing and managing the solution?
 - ▶ Which budget does it come out of?

- ▶ What are the existing contract requirements?
- ▶ What hardware is associated with the current communication services?
 - ▶ Is it leased or owned?
- ▶ What do usage metrics look like for each solution?
 - ▶ Adoption and usage rate
 - ▶ Number of seats/licenses
 - ▶ Spend
- ▶ Are you interested in streamlining to a certain set of solutions?
 - ▶ How will this impact licensing and budget?

Contact Centers & CCaaS

- ▶ What contact center and customer support services are currently in use?
- ▶ Do they cover all your desired locations and time zones?
- ▶ Does the company fully support omnichannel customer service?
- ▶ Can all agents see relevant information, regardless of system or original company affiliation?
- ▶ Are there broader company expectations or goals for unifying CaaS solutions?
- ▶ Are services appropriately distributed to match disaster recovery and business continuity plans?

Productivity Suite

- ▶ What productivity suite(s) and solutions are currently in use?
- ▶ Do you want to get all employees into a single productivity suite?
- ▶ How will this impact high-importance solutions like email and shared drives?
- ▶ What adjustments need to be made to seats/licensing?
- ▶ Are there contract considerations that may affect the timeline?

Disaster Recovery & Business Continuity

- ▶ When was a DR/BC plan last crafted for each company?
- ▶ How does the M&A impact these plans?
- ▶ What is the expected timeline for updating DR/BC plans?
- ▶ Are there any pressing concerns that need immediate attention?
- ▶ What are the highest priority applications and data across the new corporate footprint that would need immediate attention and fast resolution in case of an incident?
- ▶ Are there now unnecessary redundant backup servers/locations that can be decommissioned?

Cloud Services

- ▶ Have you completed a full audit of existing cloud services and instances?
- ▶ Is spending and use in-line with expectations for these services?
- ▶ Are there redundant services that can be eliminated?
- ▶ What adjustments need to be made of licenses and budgets?

Network

- ▶ How will the newly acquired locations communicate/talk with legacy locations?
- ▶ How will the new locations connect to current applications?
- ▶ How do the users connect to the new sites and new applications?

- ▶ Do the two newly merged companies have networking equipment that are actually compatible with each other and can talk to each other directly?
- ▶ If not, where is going to be the temporary “on-ramp” between the two organizations so all sites can see each other?
- ▶ Are there certain applications/sites/users on either side that should NOT be able to see each other due to access restrictions, privacy laws, etc?
- ▶ Are there any new locations that will have difficulty accessing applications due to new geographies or inefficient network topologies?
- ▶ Will there be logistical/network related challenges when onboarding the new locations/endpoints from the M&A? For example, the two companies could have overlapping IP schemes thus creating network collisions/confusion and taking down both companies.

Internet

- ▶ Which internet service providers are in use at which locations?
- ▶ Are there new internet needs?
- ▶ Are there any services that can be eliminated?
- ▶ Is there opportunity for consolidation or service bundling that will positively impact the budget?

