M&A Trends for IT Leaders

IT Opportunities Following Mergers and Acquisitions



Mergers and acquisitions have a lot of moving pieces, and the work doesn't stop once the contracts are signed. For IT leaders, considering how to consolidate and optimize operations while gaining appropriate visibility across the newly expanded organization is critical in the early months following an M&A. Carefully evaluate and coordinate IT systems for new back office savings, reduced redundancy and streamlined service and tools. While there are many IT solutions, a few operational areas are prime for reassessment and adjustment following an M&A.

UCaaS

Even if both prior organizations used the same service provider for communications, unifying communication platforms across the entire organization as soon as possible is critical for sustained productivity and cost savings. Assessing existing VoIP, telefony and other communication services quickly highlights opportunities to implement a more refined Unified Communications as a Service (UCaaS) approach that makes overall communications across departments and offices easier. It also ensures your organization isn't overpaying for redundant and disjointed communication solutions that no longer fit your real-world needs.

CCaaS

No matter what's happening at a corporate level, the last thing you want is a disrupted customer experience. This extends to customer support services. Your customers won't care that you're in the process of joining two previously separate companies — their high expectations for modern customer support stay the same. Quickly implementing Contact Center as a Service (CCaaS) allows you to streamline customer support, quickly onboarding agents as needed, providing highly desirable support communication channels and creating a smooth customer service experience across the entire organization.

Microsoft 365

While Microsoft is one of the more popular business productivity suites, it's not the only solution in common use. Some organizations may use Google products, localized Microsoft solutions (opposed to the more collaborative cloud-based platform) or even a mish-mash of single-point solutions. Productivity grinds to a standstill when the entire organization isn't unified on a single productivity suite. While switching software may cause some grumbles from employees, implementing a streamlined solution that covers critical operations and promotes collaboration (like Microsoft 365) is critical in the early days following an M&A.



Disaster Recovery & Business Continuity (DR/BC)

M&As inherently lead to more data, applications and infrastructure to protect and backup. Make assessing your new Disaster Recovery and Business Continuity (DR/BC) needs a priority following an M&A. This includes reassessing DR priority levels for applications, data and departments across the organization and ensuring proper DR/BC plans are in place and communicated with all critical parties. Disaster Recovery as a Service (DRaaS) guides this process and provides an impartial eye to an otherwise overwhelming new business landscape.

Cloud Services

In today's business landscape, cloud-based infrastructure and applications are widely used. Even within a single organization, unchecked cloud services can lead to ballooning spending — particularly with cloud storage and test/build environments. Taking stock of all the cloud services currently in use following an M&A event gives you a good understanding of true cloud use versus actual spend and where cloud services can be streamlined.

Network

The network's purpose is to allow locations/users/applications to communicate with each other. In a M&A situation, the biggest headache is making sure all those aforementioned areas of the newly acquired company can properly communicate with the "legacy" or new "parent" company. This is arguably the BIGGEST priority for IT in any M&A. If the IT leader can't solve this problem, the company cannot operate. Strategizing how to incorporate the new locations/users/applications quickly and without downtime is a very complicated but necessary task.

Internet

With new office and employee locations, now is an ideal time to revisit your Internet services to ensure you're getting the best service for the best deal. An M&A event doesn't inherently disrupt internet services, but you may be able to get a better deal by bundling services with a single provider. Put evaluating Internet providers lower on your priority list after an M&A, but don't let this prime opportunity to revisit this critical operational piece slip by. Internet costs can easily creep up if you don't regularly revisit your services and costs — especially after dramatically changing your organizational footprint.

IT Opportunities Following an M&A

The weeks and months following a merger or acquisition are busy for IT teams, but they also represent an uncommon and incredible opportunity to re-evaluate critical IT solutions and services for operational and budgetary efficiency. Start with the most critical components listed here and work with a knowledgeable IT solution consultant to ensure your "new" organization is properly covered and primed for productivity without major M&A hiccups.

Sound interesting? Let's talk.

Contact us today to get started!