

SOLUTION BRIEF

Four IT Must-Haves for a Successful M&A



Challenge

Your company identified an acquisition target. Now the real work begins. You need to assess its IT environment and identify the cost, technical challenges, regulatory requirements and any inefficiencies or redundancies that can impact the integration.

But you don't have sufficient insight to confidently build a baseline - how can you adequately assess the target company and evaluate it for gaps, duplication, or potential challenges?

Solution

TransitionManager software can be used by IT and business teams during all phases of an M&A, from assessment to planning, integration, and the migration of assets. It provides deep insight into complex, hybrid environments by capturing and displaying data from disparate sources so users can easily understand how applications and assets are inter-related.

It facilitates collaboration across project teams, and can incorporate critical business facts, assessment and monitoring data, and policy and process requirements - so all the needed critical information is in one place.

70 – 90 % of mergers and acquisitions fail:

While there are numerous reasons why, the successful integration of IT systems [can make or break an M&A](#).

Yet too often, the IT managers who have the most insight into day-to-day operations are not involved during the evaluation of potential synergies during the due diligence phase. These internal experts can provide critical input about potential obstacles to integration. And, IT is uniquely positioned to identify liabilities, such as the lack of a scalable architecture, potential security risks, or a significant gap in technical skills for the new environment.

Once the decision to proceed with an acquisition has been made, work begins to build a unified IT structure, and there is often friction as IT teams from both organizations scramble to pull information together, defend their decisions and stake their expertise. To make successful strategic decisions about the future, IT leaders need to have clear visibility across both organizations' IT environments. Having that holistic view will ensure conversations are productive and dispassionate and realistic progress can be made

1. Understand Your Environment

All IT decisions, whether strategic or tactical, require access to accurate data about the assets and infrastructure, their relationships, and the ability to understand the impact of change - across business silos, across hosting sites, across technology stacks.

But most organizations don't have the insight they need to understand what they have, how it's all connected and hosted, or what critical business facts and constraints are for each asset.

So how can a team begin to assess gaps or overlaps in their own environment, and then do the same for the target environment?

TransitionManager provides IT and business teams with the deep insight they need to quickly and easily understand complex environments. It was built by IT practitioners to manage highly complex migrations, where there is no room for error.

Where systems can't go down unexpectedly, and everything must work when moved to a new location. And when it's critical to have a complete understanding of your entire environment from the perspective of your applications; everything they need to run on, everything that they communicate with, and everything that supports them.

2. Access All Your Data in One Place

TransitionManager automates ingestion of data from disparate systems, including CMDBs, DCIMs, ITSM solutions, auto-discovery tools as well as other databases, homegrown systems, and files. Then, its Extract-Transform-Load (ETL) engine dedupes and normalizes the data so it is accurate, consistent, current - and actionable. The aggregated data is stored in TransitionManager's internal repository where it can be accessed by an unlimited number of users.

IT and business users gain quick access to the data through an interactive map of all applications and their dependencies allowing them to easily see which assets are needed to support an app. And, with one-click access to editable application properties, it's easy to identify the owner, business unit, OS version, technology stack, as well as any critical business facts or regulatory compliance requirements that may apply.

When evaluating a new environment, it's important to understand not just what exists, but how it's used, by whom, for what purpose, and what its RTO/RPO or other compliance requirements may be.

TransitionManager can also ingest data from assessment, analytics, monitoring, and sizing tools, so project teams can incorporate data from these systems into their decision making.

3. Break Through the Chaos and Build a Better Culture

M&As can cause disruption and chaos at every stage. There's immediate pressure to build an accurate baseline of your own environment that can be compared with an assessment of the target IT environment and then there may be friction between teams during integration planning and execution.

Teams may fear being seen as redundant and become protective of their turf, which exacerbates the challenges of evaluating systems for criticality and identifying points of integration, consolidation, or fusion.

TransitionManager can help build trust across disparate organizations by providing access to a consistent view of data to all business users, executives, and IT users. Collaborative planning and sharing of information expose how decisions are really made - and provides all stakeholders access to the key factors and data points for true transparency.

4. Hit the Ground Running

When planning is complete, it's time to execute.

IT must coordinate the way assets are taken off-line before being migrated and how they are restored while ensuring not to disrupt business, violate regulatory compliance, or affect business users or customers. Changes are made without risk of service disruption.

Dynamically generated runbooks map these tasks based on an internal understanding of each asset and their dependencies, so IT can be confident when making change.

Team members can track the tasks they are responsible for executing with a task manager, and project teams and management can view interactive, real-time graphs that show the progress of complex, concurrent work streams as they execute.

Customizable dashboards present data so that all stakeholders can quickly access the information they need, in the format they want.

Once assets have been integrated, consolidated, and migrated to the cloud, IT and other stakeholders can view the new environment - across hosting sites and technology stacks - and ensure that data is kept up to date.

Business Challenges

- Protect sensitive data and systems during transition
- Rapidly secure new network segments
- Embrace BYOD, IoT, OT and other devices
- Preserve legacy infrastructure
- Leverage existing security investments
- Ensure interop with current and future systems
- Comply with regulatory mandates
- Maintain resiliency and availability for critical services

Technical Challenges

- Discover unknown (unmanaged) devices that do not have security software (agents) on board
- Classify devices and determine their owners regardless of location on complex heterogeneous networks
- Ensure security software is up to date on devices
- Scale to address rapid growth and distributed networks
- Assess and continuously monitor devices to detect anomalous behavior
- Prevent infected or noncompliant devices from spreading malware across the network
- Integrate disparate security solutions

Summary

As organizations depend increasingly on IT to coordinate transactions, manage operations, and fuel the success of new market opportunities, the role of technology in mergers becomes more critical. IT has an essential role in M&A and, with the right set of decision-making data, can help the organization gain an edge in completing successful mergers.

Whatever type of change or activity IT must drive - whether it's an M&A, a tech refresh, a cloud migration, or deploying new technology - they must plan and execute change while ensuring that they meet business constraints, regulatory requirements and other SLAs and they don't disrupt services. TDS built TransitionManager specifically to enable IT to drive both planned and unplanned change. It enables company IT teams to leverage the skills, expertise, and tools that they already have, collaborate across silos, make better decisions with insight from business, and execute without risk. •

Get a better, more holistic, meaningful view of your data to jump start your IT transformation project with our Data Aggregation and Visualization offering.

[Learn More](#)

TDS has been helping organizations plan for and manage complex change for over 17 years and we built the only software platform that is specifically designed to accelerate, simplify, and orchestrate any IT transformation process – and eliminate risk in execution. Contact us today to discuss how we can help your organization prepare and recovery quickly from whatever comes next.

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