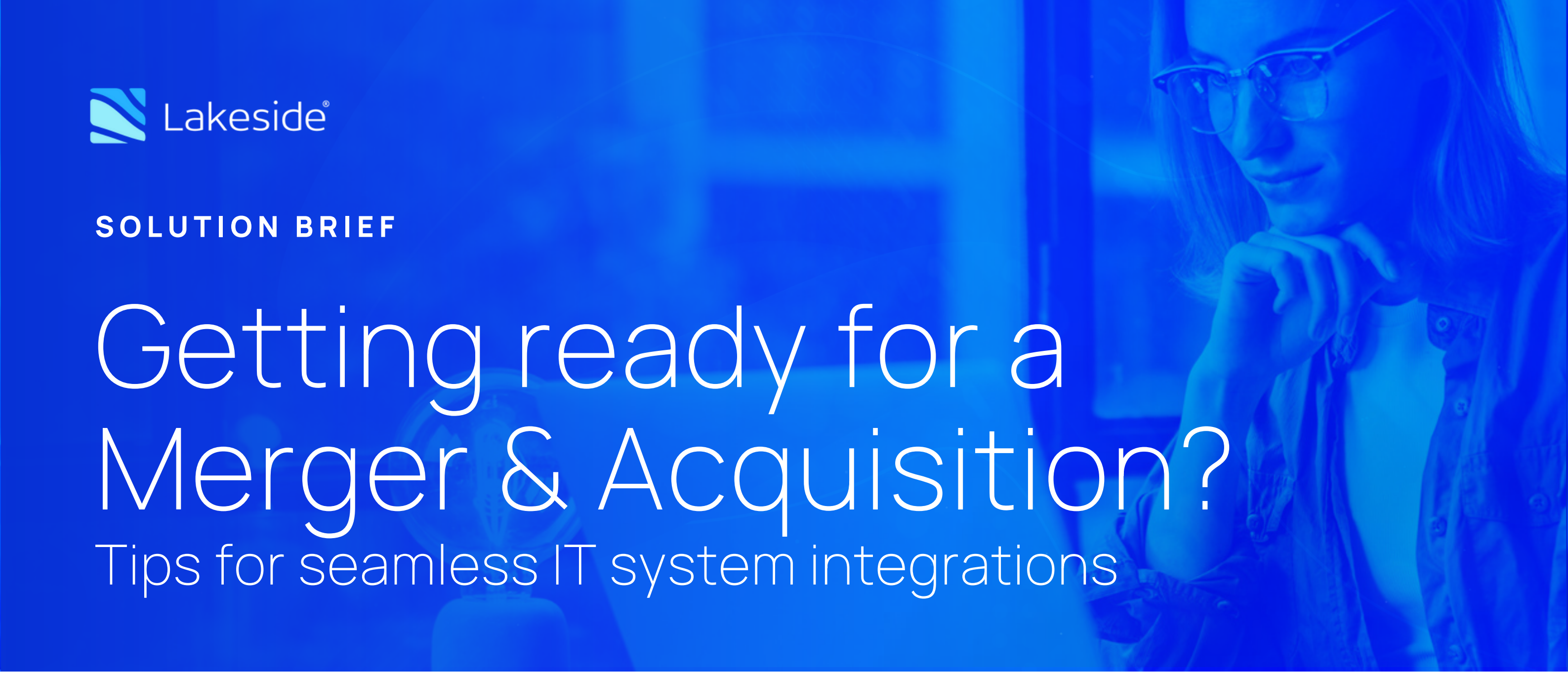

Lakeside®

SOLUTION BRIEF

Getting ready for a Merger & Acquisition?

Tips for seamless IT system integrations

Mergers and acquisitions (M&A) are complex transactions that require careful planning, analysis, and execution. One critical aspect of the M&A process is due diligence, which involves evaluating the target company's financial, legal, and operational status to identify potential risks and opportunities. This due diligence extends to the target company's IT estate.

In recent years, there has been a growing trend toward using telemetry and data to aid in the due diligence, integration, and operational-related implementation of M&A transactions. Telemetry involves collecting and analyzing data from various sources, such as sensors, software systems, and networks, to gain insights into the target company's IT estate and its operations, performance, and overall health.

The use of telemetry and data in M&A transactions can provide several benefits for assessment and seamless convergence of multiple IT systems and devices: improved decision-making, streamlined integration, enhanced cybersecurity, and improved customer experience. Implementing this technology, however, requires careful planning and execution to ensure that the data is collected, analyzed, and used effectively to ensure the seamless convergence of IT systems.

A closer look at the three M&A process stages

The Lakeside SysTrack platform provides the telemetry and data needed across all three process stages of the M&A transaction:

1. **Due Diligence:** This is the assessment phase prior to completing the purchase and bringing in the new organization. During this phase, Lakeside SysTrack can be deployed to collect software and hardware information from the target company's devices. This information can provide visibility into what devices, endpoints, and software licenses are currently being used by both companies so they can identify any duplication or gaps.

2. **Integration:** Once the deal concludes and both companies' technology is brought together, Lakeside SysTrack can be used to manage the migration of users to the primary entity as part of a transformation initiative (e.g., upgrading to Windows 11). It also can be used to optimize the hardware and software licenses so that employees' devices are right-sized and they aren't overprovisioned for their job duties.

3. **Operationalize:** Post integration, this phase falls into the normal business-as-usual activities. SysTrack can be used to perform the typical end-user experience items such as root cause analysis, self help, helpdesk ticket avoidance, and compliance and stability.

Benefits of SysTrack for **M&A TRANSACTIONS**

- Building the 'big picture' of the IT estate
- Enabling proactive IT health measures
- Resolving remote workforce challenges
- Identifying obsolete hardware
- Implementing data-driven sizing practices
- Gaining an accurate understanding of application health
- Rationalizing software using hard metrics

USE CASE:

How to use telemetry and data provided the complete visibility needed to aid in M&A transactions

One London-based organization embarked on a group end user computing change program following a five-year period of mergers and acquisitions. A main driver for change was the inherited multitude of applications and versions running and being supported across the organization. The organization implemented Lakeside's M&A Value Blueprint, as part of the Lakeside Velocity Framework, which increases time to value for customers.

Project outcomes

Lakeside SysTrack enabled the organization to:

1. Gain complete visibility of what was across the IT environment.

2. Identify what software and versions were installed across the organization, who and where it was being used, as well as how often, ultimately streamlining the number of different software versions down to one in many cases.

3. Increase the productivity of its end users by providing them with consistent, stable releases of tested applications.

4. Build a very accurate picture of applications that were key to the organization and those that were installed but underutilized, in turn identifying key applications that could be deployed and also ones that could be removed while reducing deployment time and productivity impacts for end users.

5. Reduce calls to the end-user computing service desk by measuring the overall health score of the environment before the program and afterward and taking proactive steps to ensure stability.

6. Renegotiate with suppliers optimized purchasing arrangements, customized to their own needs based on real factual application data, ultimately reducing their licensing and maintenance costs.

7. Provide the CEO and board sponsors of the program evidence of an improvement in health score and reduction in impact to productivity across the end user computing environment globally.

Ready for Your M&A Transaction?
Request a SysTrack demo early.

About Lakeside

Lakeside Software is how organizations with large, complex IT environments can finally get visibility across their entire digital estate and see how to do more with less. For far too long, IT teams have struggled to see what's going on in their dark estate – where costly inefficiencies, poor employee experiences, and unresolved problems hide. Only Lakeside lets you give everyone a better view, so they can see the hidden issues, see the smartest fixes, and see the biggest savings. That's why so many of the world's leading global brands rely on Lakeside. And it's how our customers see an average ROI of more than 250%. Lakeside. Give everyone a better view.™