

CASE STUDY: Mergers & Acquisitions Services

Summary

Date	2023
Client Need	The plans for a \$100M+ investment were predicated on the need to grow to multiple market service areas for a technology-enabled courier business that provided quick and high valued delivery services in a metropolitan city. The investor was focused on the need for evaluating the core system managing customers and dispatch services to assess the impact on the business and the technological future fit for the business.
The Engagement	<p>TCGi engaged in a series of workshops that were driven by comprehensive questionnaires and assessment templates that covered critical areas of the IT services and support. These were:</p> <ul style="list-style-type: none"> ● Application Functionality and future roadmap ● IT support model and scalability for other markets ● IT security of the application, customer, and financial data ● Infrastructure technological state and use of the cloud or its potential value ● Application Services integration and Scalability model to support new markets ● Business continuity support and ability to support disaster recovery scenarios.
The Results	<p>The consulting engagement provided a comprehensive and objective assessment of the critical areas needed for the business to scale to other markets.</p> <ul style="list-style-type: none"> ● Business continuity needed definitive investment to allow for recovery of the system by migrating to the cloud infrastructure. ● Scalability of IT could be easily accomplished, and the application could handle growth with minimal investment in infrastructure or support resources with the use of Cloud services. ● IT Security policies and procedures were needed with services to protect the application and infrastructure are needed. ● Application Roadmap was stable as a significant level of customizations have been built in over the years to a package solution, to support the business needs. ● IT support was potentially understaffed for the size and critical demand of technology for customer services and employee support.
Our Value	The investor was able to understand the value and potential growth opportunities and after acquisition investments to drive scalability.