

## IT Due Diligence Services for Investment & Transaction Analysis



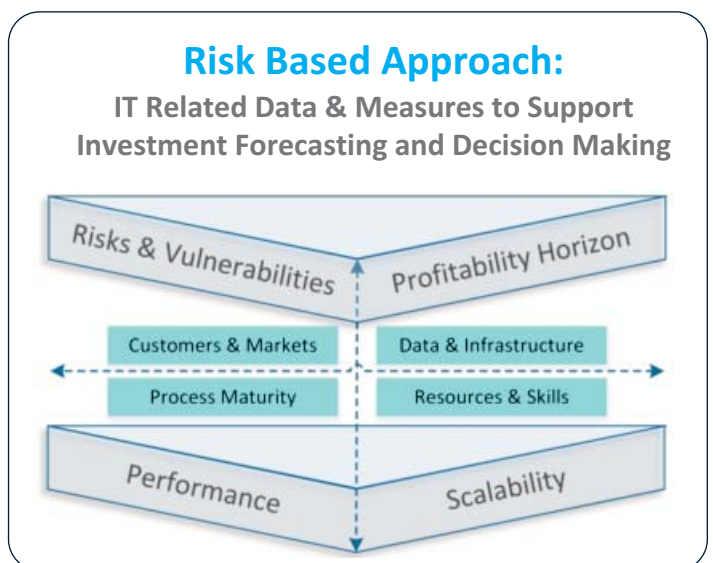
### IT Can Kill Your Investment

Information Technology (IT) can turn a profitable investment into a money pit. Technology is an important factor for upfront costs and a potential challenge to achieving profitability goals. Miscalculations in the stability, performance, or capacity of the technology that support key functions can destroy returns on investment and drive losses. Northcross Group (NCG) partners with investors, buyers, and sellers to develop the details that can make investment decisions more profitable and provide the technical insight to effectively manage risks.

Some investors rely on rudimentary methods for IT due diligence. The most basic methods are often comprised of simple asset inventories and lists of applications and licenses. This level of attention to the complex set of factors around IT does not properly account for the reliance on technology across business operations and the very real threats to security and privacy that exist today.

Investment analysis needs to look at technology infrastructure, the people who use it, the data flows, interfaces, and controls in place—and how they function together. How all these pieces perform and scale together must be understood. Detailed and fact-based intelligence is essential to structuring a transaction that effectively manages risk and plans efforts with the fewest possible issues. Regardless of the investment size, failing to properly assess IT functions can result in delays, increased work efforts, and additional capital outlays that take away from the bottom line.

NCG is a technology and security integrator that delivers technology assessment and diligence analysis at a level of detail critical to making investment decisions and structuring deals. NCG holistically assesses internal environments as well as key third parties and customers. Starting with technology, the NCG approach continues through to the people, data, infrastructure, processes and relationships that are all critical parts of the equation.



## NCG Diligence Dashboard:

Holistic approach covering all aspects of technology and its use in an organization provides the details and insight to support decision making.

	Process Maturity	Infrastructure	Customers	Compliance	Data	Resources	Compatibility	Security Controls
<b>Performance / Operations</b>	Measure actual performance delivered, incident response, and recovery capability	Operational horizons and thresholds	Current customer profiles and inflight initiatives	Assess operational risks and potential impacts	Service Management trends and measures	Service level maintainability and operations	Identify issues and mitigation steps	Information and event management
<b>Capabilities / Scalability</b>	Ability to support and manage transformational change	Forecast potential challenges based on growth	Ability to meet current and near term service levels and expectations	Organic and initiative support capabilities	Market, product, and wallet share capabilities	Management structures, succession planning, and staffing models	Current strengths, single points of failure, and capability gaps	Currency, event, and incident response and management capabilities
<b>Risk Assessment</b>	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors	H   M   L Hazards / Factors
<b><i>Listing of potential hazards   Identification of contributing factors   Assess likelihood and severity of impacts</i></b>								
<b>Profitability Horizon</b>	Payback   Profit	Payback   Profit	Payback   Profit	Payback   Profit	Payback   Profit	Payback   Profit	Payback   Profit	Payback   Profit
<b><i>Evaluation of risk and capabilities to determine timeframes for investment pay back and profitability forecasts</i></b>								

### Illuminating the “Black Box”

Technology is like other tools—some use it to make it through the day, while others use it to deliver value and success. Understanding the difference is critical. Investment decisioning needs to know how technology is used and the capabilities of the people administering it—getting beyond simple lists of assets. Application and license lists may show what is current or outdated, but may not reveal the level of customization or unique architectures implemented to run key functions. A review of personnel resources need to look at the skills and capabilities the organization depends on and associated flight risks.

IT infrastructure is more than a list of hardware and network ranges—it is the architecture, interfaces and administration that constitutes performance and scalability. Evaluating IT oversight and governance programs provides insight into levels of management and data availability. Examination of the overall security posture, system change management, currency programs, and interfaces with third parties and customers demonstrates the potential to scale and handle growth.

### Diligence by Transaction Practitioners

Knowing what to look for in assessing an investment is based on experience, expertise, and lessons learned. NCG has supported acquisitions and integrations involving complex data conversions and platform migrations. NCG’s experience and expertise provides the know-how and perspective to identify risk indicators and factors. From supporting transition service agreements and post legal day one operations, NCG understands what can cause impact during a deal and after the go-live activities are completed. Knowing what to look for and being able to assess risks gives NCG the ability to make sure that you have the insight and information for success.

### Scalability to Match Any Size Deal

NCG’s established methodology is designed to scale to match the needs of each deal. From large enterprises, to small and mid-size market deals, NCG has the ability to adjust effort to match the size, scope, and complexity of your deal. This agility ensures the right level of attention is applied without negatively impacting budgets and timelines.

The Northcross Group (NCG) delivers business system and technology services. NCG makes it our business to ensure that technology serves our clients, allowing them to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

NCG consultants bring a blend of technical and business acumen with a proven track record in the public, private, and non-profit sectors. We approach business challenges head-on and figure out the most effective way to leverage technology to reach objectives.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environments and needs.

**[www.northcrossgroup.com](http://www.northcrossgroup.com)**  
**[info@northcrossgroup.com](mailto:info@northcrossgroup.com)**

100 Middle Street, East Tower, #203  
 Portland, ME 04101  
 Phone 207.699.5540  
 Fax 207.699.2113

1655 N. Fort Myer Dr., Suite #700  
 Arlington, VA 22209  
 Phone 703.351.3397  
 Fax 703.351.5298