

# Post Acquisition Software Risk Checklist

## 1 Ownership Transition

- ☐ Confirm the official acquisition date.
- ☐ Ask when platform or service changes are expected.
- ☐ Identify key decision-makers now responsible for your software.

## 2 Strategic Fit

- ☐ Review the acquiring company's product portfolio.
- ☐ Ask how utility billing fits into their core business.
- ☐ Evaluate the risk of deprioritization compared to other products.

## 3 Product Continuity

- ☐ Request the long-term product roadmap in writing.
- ☐ Confirm feature continuity for the next 3-5 years.
- ☐ Ask if the product will retain its brand and interface.

## 4 Customer Support

- ☐ Identify your support team contacts post-acquisition.
- ☐ Request updated SLAs and escalation procedures.
- ☐ Track early response times and resolution quality.

## 5 Migration Risks

- ☐ Ask if there are plans for platform migrations.
- ☐ Confirm data migration assistance and timelines.
- ☐ Ensure minimal downtime commitments are documented.

## 6 Pricing & Licensing

- ☐ Lock in current pricing terms where possible.
- ☐ Request transparency on future licensing models.
- ☐ Ask about bundling or subscription changes.

## 7 Compliance & Security

- ☐ Request proof of government compliance certifications.
- ☐ Confirm encryption, audit trail, and security protocols remain intact.
- ☐ Evaluate alignment with municipal IT standards.

## 8 Data Ownership & Access

- ☐ Ensure your contract confirms full data ownership.
- ☐ Secure rights to export data in usable formats at any time.
- ☐ Review vendor lock-in clauses and termination conditions.

## 9 Brand & Identity Changes

- ☐ Ask about planned rebranding or UI/UX. changes.
- ☐ Prepare internal change management communications for staff.
- ☐ Provide training plans if workflows will shift.

## 10 Customer References

- ☐ Request references from municipalities served after the acquisition.
- ☐ Monitor recent customer reviews and feedback.
- ☐ Track any service consistency trends.



**For each area above, rate the risk level:**

- **Low** = No immediate concern, confirmed stability.
- **Medium** = Some uncertainty, needs monitoring.
- **High** = Requires action or contingency planning.