

Target Company Profile

Great Insurance SELL SIDE

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Executive Summary

\$500M

Annual Revenue

2,296

Employees

\$22.1M

IT Budget

4.4%

IT % of Revenue

141

IT Headcount

33

Applications

15

Office Locations

1982

Founded

Company Profile

Headquarters

Boston, MA

Ownership	Pe Backed
Industry	Insurance
Data Centers	4

Application Inventory

33	\$7,183,701	25	8
Total Applications	Total Annual Cost	Cloud/SaaS	On-Prem/Hybrid

By Category

Category	Count	Annual Cost
Policy Administration	3	\$1,399,745
Claims Management	2	\$857,113
Billing	3	\$837,814
ERP	2	\$586,011
CRM/Agency Management	2	\$565,800
HR/HCM	2	\$478,092
Finance	2	\$345,860
Analytics & Actuarial	2	\$335,348
Collaboration	2	\$301,571
Document Management	2	\$274,987

Data & Analytics	2	\$266,830
IT Service Management	2	\$263,636
Email & Communication	2	\$224,385
Identity & Access	2	\$218,024
Security	2	\$203,484
Backup & DR	1	\$25,000

Complete Application List

Application	Vendor	Category	Version	Hosting	Users	Annual Cost	Criticality
Duck Creek Policy	Duck Creek	Policy Administration	12	On Prem	1,407	\$546,257	CRITICAL
Majesco Policy for L&A	Majesco	Policy Administration	2023.2	On Prem	1,565	\$440,225	CRITICAL
Duck Creek Claims	Duck Creek	Claims Management	11	On Prem	1,608	\$435,426	CRITICAL
Guidewire ClaimCenter	Guidewire	Claims Management	Jasper	Cloud	1,348	\$421,687	CRITICAL
Guidewire PolicyCenter	Guidewire	Policy Administration	Kufri	On Prem	1,252	\$413,263	CRITICAL
CSG Ascendon	CSG	Billing	2022	Saas	1,534	\$343,532	HIGH
Salesforce Sales Cloud	Salesforce	CRM/Agency Management	Spring '24	Saas	1,308	\$311,556	LOW
NetSuite	Oracle	ERP	2023.1	Saas	1,049	\$309,562	CRITICAL
ADP Workforce Now	ADP	HR/HCM	2024	Saas	1,385	\$281,181	HIGH
Netcracker Revenue Management	NEC/Netcracker	Billing	18	Cloud	1,444	\$279,087	HIGH
SAP S/4HANA	SAP	ERP	2020	Hybrid	1,917	\$276,449	CRITICAL
Microsoft Dynamics 365 Sales	Microsoft	CRM/Agency Management	2024 Wave 1	Saas	1,074	\$254,244	MEDIUM
BlackLine	BlackLine	Finance	evergreen	Saas	1,583	\$240,728	HIGH

Amdocs Revenue Management	Amdocs	Billing	2022.1	On Prem	1,211	\$215,194	HIGH
Workday HCM	Workday	HR/HCM	2024R1	Saas	1,908	\$196,910	HIGH
Qlik Sense	Qlik	Analytics & Actuarial	May 2024	On Prem	1,992	\$195,736	MEDIUM
Box Enterprise	Box	Document Management	evergreen	Saas	1,741	\$170,462	LOW
Microsoft 365 E3	Microsoft	Collaboration	evergreen	Saas	1,278	\$162,259	MEDIUM
Microsoft Power BI Premium	Microsoft	Data & Analytics	evergreen	Saas	749	\$160,093	MEDIUM
Microsoft Exchange Online	Microsoft	Email & Communication	evergreen	Saas	1,171	\$155,967	MEDIUM
Jira Service Management	Atlassian	IT Service Management	evergreen	Saas	1,549	\$140,056	HIGH
Databricks	Databricks	Analytics & Actuarial	evergreen	Saas	1,583	\$139,612	MEDIUM
Slack Business+	Salesforce	Collaboration	evergreen	Saas	1,648	\$139,312	MEDIUM
CrowdStrike Falcon	CrowdStrike	Security	evergreen	Saas	1,930	\$124,054	HIGH
ServiceNow ITSM	ServiceNow	IT Service Management	Vancouver	Saas	1,471	\$123,580	HIGH
Microsoft Entra ID (Azure AD)	Microsoft	Identity & Access	evergreen	Saas	1,357	\$120,324	MEDIUM
Snowflake	Snowflake	Data & Analytics	evergreen	Saas	1,554	\$106,737	LOW
Concur	SAP	Finance	evergreen	Saas	1,007	\$105,131	HIGH
Microsoft SharePoint Online	Microsoft	Document Management	evergreen	Saas	1,228	\$104,525	MEDIUM
CyberArk Privileged Access	CyberArk	Identity & Access	13.0	Saas	1,638	\$97,700	LOW
Splunk Enterprise Security	Splunk	Security	9.2	Saas	1,672	\$79,430	HIGH
Proofpoint Email Protection	Proofpoint	Email & Communication	evergreen	Saas	1,530	\$68,419	MEDIUM
Zerto	Zerto	Backup & DR	9.7	On Prem	1,601	\$25,000	MEDIUM

IT Asset Inventory

4	1	\$2,575,899	Hot
Data Centers	Cloud Providers	Total Infra Spend	DR Strategy

Data Center Facilities

Facility	Location	Type	Tier	Capacity	Annual Cost
Primary DC - Dallas	Dallas, TX	Colocation	Tier 3	24 racks	\$992,625
Secondary DC - Seattle	Seattle, WA	Colocation	Tier 3	3 racks	\$103,267
Secondary DC - Phoenix	Phoenix, AZ	Owned	Tier 2	11 racks	\$0
Secondary DC - Atlanta	Atlanta, GA	Owned	Tier 2	4 racks	\$0

Cloud Infrastructure

Provider	Region	Accounts	Services	Monthly	Annual
aws	us-east-1	25	DynamoDB, CloudFront, SQS	\$123,334/mo	\$1,480,007/yr

Security Tools

Component	Solution
Firewall	Juniper
Endpoint Protection	SentinelOne
SIEM	Elastic SIEM
MFA	Okta
Email Security	Mimecast

Backup

Druva

DR/BC

Tier 2

DR Tier

0h

RPO

1h

RTO

180 days

Backup Retention

IT Organization & Outsourcing

141

Total IT Headcount

\$19,632,626

Total Personnel Cost

13%

Outsourced

7

Teams

Leadership

C-Level: CIO, CISO, CTO | CIO Reports to: CFO | Model: Hybrid

MSP & Outsourcing Partners

Primary Managed Service Provider

Provider:

CGI

Annual Contract Value:

\$623,830

Services:

Infrastructure, Service Desk

Outsourced Team Details

Infrastructure

Vendor:

Ensono

Outsourced Headcount:

9

Est. Annual Run Rate:

\$1,180,588

Service Desk

Vendor:

Unisys

Outsourced Headcount:

9

Est. Annual Run Rate:

\$666,835

Team Summary

Team	Headcount	Personnel Cost	Outsourced %	Vendor
Applications	46	\$6,634,032	0%	-
Infrastructure	24	\$3,148,235	38%	Ensono
Security & Compliance	16	\$2,596,769	0%	-
Service Desk	21	\$1,555,949	43%	Unisys
Data & Analytics	13	\$2,196,909	0%	-
PMO	11	\$1,416,231	0%	-
IT Leadership	10	\$2,084,501	0%	-

Role & Compensation Breakdown

Costs include 1.3x benefits multiplier

Title	Team	Level	Count	Salary Range	Total Cost
VP of IT / VP of Technology	IT Leadership	Vp	2	\$180,000 - \$280,000	\$557,490
IT Director	IT Leadership	Director	3	\$140,000 - \$200,000	\$682,011
Applications Manager	Applications	Manager	5	\$125,000 - \$165,000	\$893,065
IT Manager	IT Leadership	Manager	5	\$110,000 - \$150,000	\$845,000

Infrastructure Manager	Infrastructure	Manager	3	\$120,000 - \$160,000	\$578,487
Security Manager	Security & Compliance	Manager	2	\$130,000 - \$175,000	\$420,945
Core Systems Manager	Applications	Manager	2	\$130,000 - \$175,000	\$420,672
Service Desk Manager	Service Desk	Manager	2	\$85,000 - \$120,000	\$243,788
Data & Analytics Manager	Data & Analytics	Manager	1	\$130,000 - \$175,000	\$206,202
Senior Application Developer	Applications	Lead	6	\$120,000 - \$160,000	\$1,007,997
Senior Systems Administrator	Infrastructure	Lead	3	\$100,000 - \$135,000	\$441,514
Senior Data Engineer	Data & Analytics	Lead	2	\$130,000 - \$170,000	\$384,972
Senior Security Engineer	Security & Compliance	Lead	2	\$130,000 - \$170,000	\$379,844
Service Desk Lead	Service Desk	Lead	3	\$65,000 - \$85,000	\$266,942
Senior IT Project Manager	PMO	Lead	1	\$110,000 - \$150,000	\$183,044
Application Developer	Applications	lc	26	\$85,000 - \$120,000	\$3,346,565
Systems Administrator	Infrastructure	lc	17	\$75,000 - \$100,000	\$1,971,166
Security Engineer	Security & Compliance	lc	10	\$100,000 - \$140,000	\$1,539,797
Data Engineer	Data & Analytics	lc	8	\$100,000 - \$140,000	\$1,352,175
IT Project Manager	PMO	lc	10	\$90,000 - \$125,000	\$1,233,187
Service Desk Analyst	Service Desk	lc	14	\$45,000 - \$65,000	\$903,726
Business Analyst	Applications	lc	3	\$75,000 - \$105,000	\$369,373
ERP Administrator	Applications	lc	2	\$90,000 - \$130,000	\$313,727
Guidewire Administrator	Applications	lc	2	\$100,000 - \$145,000	\$282,633
Security Analyst	Security & Compliance	lc	2	\$80,000 - \$110,000	\$256,184
Business Intelligence Analyst	Data & Analytics	lc	2	\$80,000 - \$115,000	\$253,561

Cloud Engineer	Infrastructure	lc	1	\$110,000 - \$150,000	\$157,068
Desktop Support Technician	Service Desk	lc	2	\$50,000 - \$70,000	\$141,493

Target Company Profile - M&A IT Due Diligence
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