

10 Questions to Ask About Vendor Acquisitions or Mergers

Use these questions when evaluating HR technology vendors so you can better understand the potential implications if the company is acquired, merges with another firm, or becomes part of a larger platform.

Question to Ask	Why Ask It
1 If your company is acquired, merged, or undergoes a change in ownership, what happens to our existing contract?	Helps clarify whether pricing, terms, service commitments, or renewal provisions could change after a deal closes.
2 Would the product continue to be offered and supported as a standalone solution? For how long?	A product may eventually be integrated, repositioned, or retired. You want to understand the likely time horizon.
3 Which parts of your current product roadmap are committed versus directional?	Roadmaps can shift after an acquisition. This helps distinguish likely near-term commitments from broader future aspirations.
4 What happens to integrations with platforms that may compete with a potential acquirer?	Integration priorities can change after a deal. This is especially important when HR tech connects to a broader HCM ecosystem.
5 Could pricing, packaging, minimum commitments, or renewal terms change after an acquisition?	Commercial models may shift to bundles, enterprise licenses, or new renewal terms. It helps reduce surprises later.
6 What happens to our customer success team, support model, and SLAs if ownership changes?	Acquisitions can alter service models, escalation paths, and support quality. You want to know which commitments survive.
7 Would an acquisition change where our employee data is stored, processed, or accessed, or introduce new subprocessors?	Ownership changes can affect data privacy, infrastructure, and governance, which is especially important for HR data.
8 If the acquiring company changes the product or strategy materially, what exit rights do we have?	This helps protect you if functionality, service levels, or the product direction changes in ways that no longer fit your needs.
9 If we leave, how easily can we retrieve our data, configurations, taxonomies, models, and other work built in the platform?	Data portability and transition support reduce lock-in and protect the value of the work you have built over time.
10 What protections can we put into the agreement now in case ownership or product strategy changes later?	This turns the discussion into practical risk management through terms such as notice requirements, portability, pricing protections, and transition support.

Type your questions here...