

The Hidden Cost of Inaction: How Delaying Application Upgrades Can Escalate Long-Term Costs

WHITEPAPER

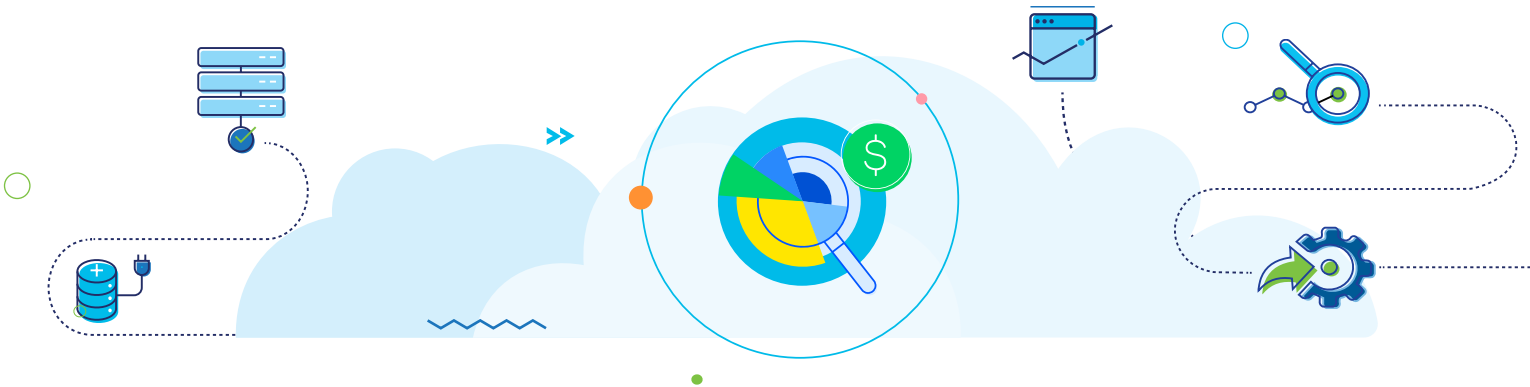


Your mission critical application is the backbone of your company and its operations.

Because they perform critical tasks, like handling major transactions, managing critical information, and helping control various operations, your mission critical ERP application must constantly run smoothly and reliably. How do we keep these things running as they should? For starters, we must ensure that it stays up to date on software upgrades and maintenance.

But my application software works just fine... why upgrade?

There are quite a few reasons why this thought process can be dangerous. There are the obvious, like higher maintenance costs, missed opportunities experiencing new features and functionality and a need for more support. But when companies choose not to upgrade their mission-critical software, there may be more threatening factors they fail to consider.



Here are some of the hidden costs of not upgrading mission-critical applications:



Security Risks

Upgrading mission-critical applications to the latest versions with up-to-date security patches is essential to protect against security risks. As technology evolves, so do the methods used by cybercriminals to gain unauthorized access to systems. Outdated mission-critical applications are more vulnerable to cyber-attacks, which can lead to data breaches, identity theft and financial losses.

The hidden security costs of not upgrading mission-critical application software can include the following:

- Remediation: If an organization's software is out-of-date and a cyber-attack occurs, it will take a lot of time and money to fix the problem.
- Reputation damage: Rebuilding trust and restoring the organization's reputation can be a long and costly process.
- Business continuity: Downtime and lost business continuity can be expensive and negatively impact an organization's financial stability.

Organizations that fail to upgrade their mission-critical software regularly put themselves at risk of these hidden costs and should prioritize regular updates and security monitoring to minimize their exposure to these risks.



Reduced Productivity

Upgrading mission-critical applications can significantly improve productivity by providing faster and more efficient features. Outdated mission-critical applications can reduce productivity due to slow performance, system crashes and compatibility issues. System crashes can result in data loss, leading to rework and delays. Compatibility issues can also arise when outdated mission-critical applications do not work with other applications, which results in workflow inefficiencies.

The hidden productivity costs of not upgrading mission-critical application software can include the following:

- Increased downtime: Employees might not be able to finish their work if mission-critical apps are down or having issues, which would reduce productivity and revenue.
- Lack of support: You may not be able to seek assistance if something goes wrong if you're using an older version of mission-critical application software, which could lead to lengthier resolution periods and more downtime, both of which further reduce productivity.
- Decreased efficiency: By not upgrading, employees must use manual methods or ineffective workarounds, which might take more time and lower productivity.

Not upgrading mission-critical application software can result in hidden costs that reduce productivity and hinder an organization's ability to innovate and stay competitive. Organizations must regularly evaluate and update their software to mitigate these risks and ensure the continued success of their business operations.



Compliance Risks

Many mission-critical applications are subject to regulatory compliance requirements. Failure to comply can lead to significant financial penalties and reputational damage. Outdated mission-critical applications may need to meet the latest compliance requirements, putting businesses at risk of non-compliance. Upgrading mission-critical applications can help companies to meet the latest compliance requirements and avoid compliance-related penalties.

The hidden compliance costs of not upgrading mission-critical application software can include the following:

- **Non-compliance penalties:** Non-compliance with security regulations and standards can result in significant financial penalties, including fines, legal fees and other costs associated with remediation.
- **Audits and assessments:** Organizations that fail to comply with security regulations may be subject to audits and assessments to ensure compliance, which can be time-consuming and expensive.
- **Increased risk of litigation:** Failure to comply with security regulations and standards can also increase the risk of litigation.

The hidden compliance costs of not upgrading mission-critical application software can significantly impact an organization's financial, legal and reputational well-being. It is crucial for organizations to regularly evaluate and update their software to guarantee compliance with industry-specific regulations and standards.



Competitive Disadvantage

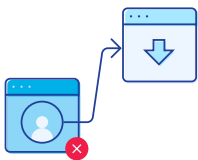
Using outdated software may put your organization at a competitive disadvantage by limiting your ability to innovate, improve customer experiences and respond to changing market conditions. The competitive disadvantages of not upgrading mission-critical application software can impact an organization's ability to compete in the market. It is crucial for organizations to regularly evaluate and update their software to make sure they have the functionality, efficiency and security required to succeed in a competitive business environment.

The hidden competitive disadvantage costs of not upgrading mission-critical application software can include:

- **Reduced innovation:** Companies who don't upgrade risk missing out on the newest technological advancements and best practices, which can reduce innovation and put them at a competitive disadvantage.

- Limited scalability: Older software versions may need more scalability to support a growing business, leading to decreased productivity, decreased customer satisfaction and lost opportunities.
- Decreased efficiency: Outdated mission-critical application software may need to be optimized for current workflows or business processes, causing decreased efficiency and increased operational costs.

Not upgrading mission-critical application software can result in hidden costs that can negatively impact an organization's competitiveness, efficiency and ability to innovate. It is important for organizations to regularly evaluate and update their software to avoid these hidden costs and maintain a competitive edge.



Reputational Harm

Not upgrading your mission-critical application development software can lead to significant reputational harm, resulting in a loss of customer trust, revenue and market share. It's essential to stay updated with the latest software and technologies to maintain your reputation as a reliable, secure and innovative organization.

The hidden reputational harm costs of not upgrading mission-critical application software can be significant and can include the following:

- Employee morale: When mission-critical application software is not upgraded, it can negatively impact employee morale, resulting in decreased productivity, low job satisfaction and higher employee turnover rates.
- Customer perception: Customers may lose faith in the company's capacity to deliver dependable services if a system failure arises because of outdated software, which could damage the company's reputation and reduce customer loyalty.
- Recruitment: Potential candidates may perceive the company as outdated and slow to innovate, resulting in higher recruitment costs, longer time-to-hire and lower employee retention rates.

These are just a few potential hidden reputational costs of not upgrading mission-critical application software. While they may not be immediately apparent, they can impact an organization's long-term reputation and success.

While doing nothing is simple, such as not updating your software, hidden expenses are involved. Upgrading your applications is a small price to pay compared to the cost of dealing with a data breach and the fallout of a hack. There must be some risk mitigation to prevent customer distress and safeguard other vital stakeholders. If you continue to be under-protected, you will pay more long-term.



Upgrading OpenEdge

With customers' concerns in mind, [Progress OpenEdge](#) continuously releases enhancements and updates (bug fixes and security patches) to support secure, productive and scalable deployment across any platform, device type and cloud.

Customers not using the [OpenEdge 12 series](#) are missing out on the security, flexibility, scalability, performance and agility necessary to stay ahead of market security demands. By upgrading to OpenEdge 12, you can ensure that you are getting the latest and greatest for your application, ultimately protecting you from vulnerabilities that might be lurking.

Next Steps

Upgrading mission-critical applications is essential to keep them running smoothly and efficiently. Upgrading mission-critical applications can provide many benefits, including improved security, increased productivity, lower maintenance costs and better compliance. Failure to upgrade mission-critical applications can lead to security risks, reduced productivity, higher maintenance costs and compliance risks.

If you're on [an older OpenEdge version](#), you may be taking unnecessary risks, leaving you vulnerable to attack. Organizations may safeguard their OpenEdge-based systems from significant security issues by establishing a complete security strategy that includes user authentication, access controls, data encryption, network security, application security and incident response.



To find out more about upgrading to the most recent version of OpenEdge, contact your Progress account executive.

About Progress

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Worldwide Headquarters

Progress, 15 Wayside Rd, Suite 400
Burlington, MA 01803 USA
Tel: +1-800-477-6473

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