Aadvanced

End of life software

Are you aware of the risks and consequences?

What is end of life software?

Software designated end of life (EOL) means that it will no longer be developed by its original provider.

Software is typically discontinued because a different program has replaced it, the software is no longer relevant or the software publisher no longer exists.

Other reasons include:
- A more efficient solution is available
- The underlying technology is out of date (think of Flash) and the world has simply moved on
- All the applications that it interfaced with have already been retired, and there are no longer any systems that are supported by it

Once a software system reaches EOL, software support is withdrawn by the software provider. Organisations continuing to use EOL software essentially become stranded at sea with no radio signal.

Providers cease to deliver 24/7 technical support, software upgrades, support for new and known defects, service packs, regular updates, troubleshooting system failures, and most importantly, up-to-date cyber security for the software containing your all-important business data.
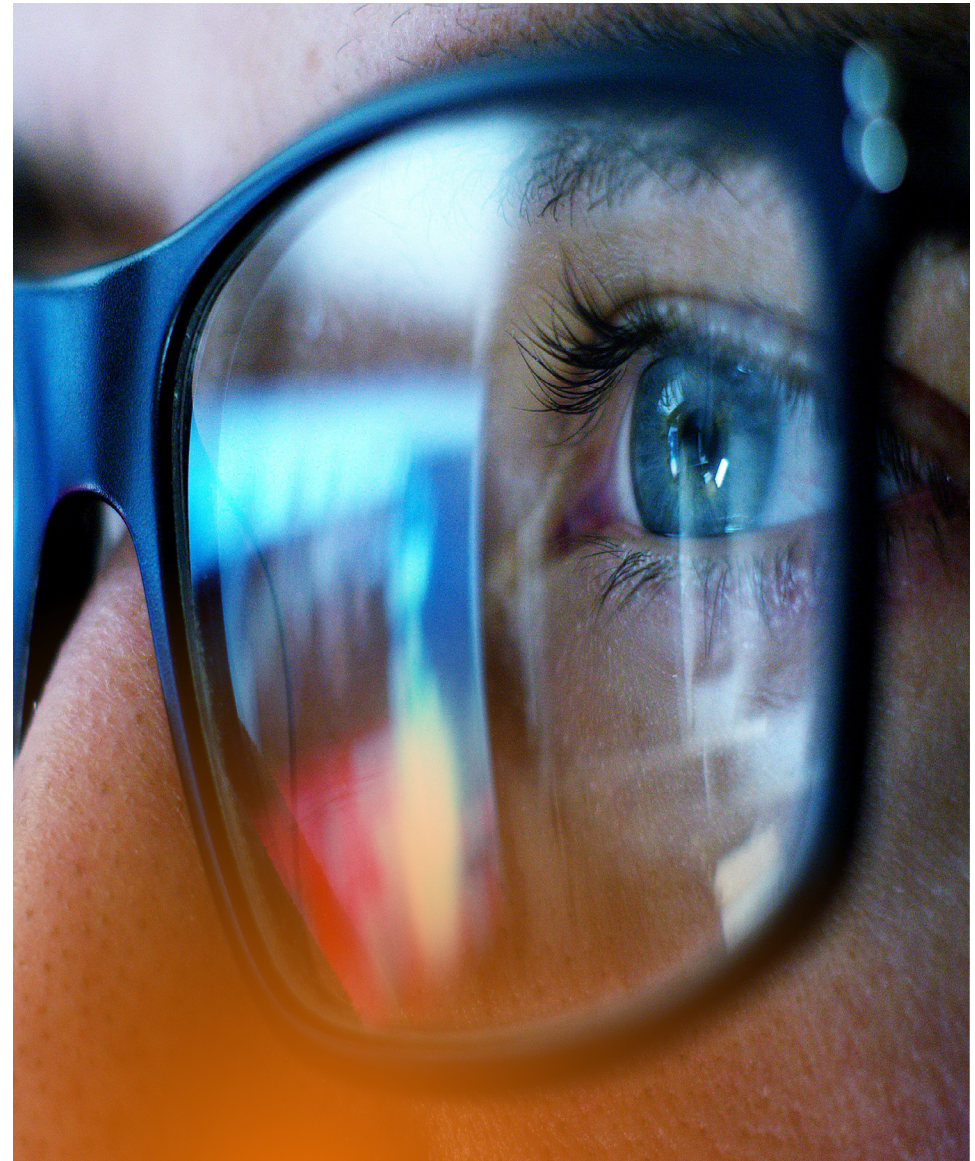
What risks am I facing by continuing to use EOL software?

Higher operating costs

Our [Annual Trends Report](#) found that nearly half (48%) of respondents saw cost as the biggest barrier holding back organisations from adopting new and updated technologies.

However, continuing to use EOL software can come with even greater expense. These high operating costs easily add up to more than the cost of transitioning to a new Cloud software, if not more.

Here are some of the costs you could be facing:

- Support for EOL software is expensive and comes at a premium price
- Staff having to be paid more to work on older software because there are fewer skills available
- Lack of investment in ensuring staff skills remain current leads to staff loss
- Complying with regulations, but paying for workarounds to protect yourself
- As support will be ineffective or nonexistent, the cost of additional downtime will be high

On top of this, factor in the financial risk of your organisation suffering a data breach. The costs to damage-control the breach will be higher by a large margin than they otherwise would have been if you had transitioned to a new Cloud software on time.

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Security vulnerabilities

Once your software reaches EOL, it is exposed to security vulnerabilities and can fall prey to far more advanced cyber-attacks. This poses a number of security risks once the software's protective shields are down as patches, bug fixes and security upgrades automatically stop. Numerous security breaches derived from hackers, malware and the growing chances of system failure all become more likely. There's no quick fix once your EOL software's security is compromised as vendors will simply no longer offer a patch if a vulnerability is found.

What's more, it's not just your computers running the EOL software that are at risk, it's the whole network of your organisation. Firewalls and anti-virus applications are not sufficient protection against these unpatched vulnerabilities, which hackers can be quick to exploit. Hackers or competitors can then infiltrate your networks, wreak havoc on infrastructures and steal your data.

System failure

Today, we can place same-day Amazon orders, book an Uber and receive takeaways in 10 minutes thanks to Deliveroo. This 'now' culture applies to the expectations of your employees. It also extends to your clients who expect on-demand, uninterrupted and reliable access, data, files, productivity and customer service.

If your EOL software stops working or becomes infected, it can halt you in your tracks. Unless you can get your unsupported software to work, you can't continue business, and risk losing years' worth of valuable data that's stored solely on the program.

Worst case scenario is that you suffer from a full system failure. This may happen, for example, if your EOL software is core to the operation of the rest of your business systems. Ultimately, a system failure results in vulnerability and data loss – though often on a more destructive scale. If this occurs, expect your clients to take their business elsewhere, perhaps to a competitor with in-date Cloud technology ready to give them what they want and expect in an instant.
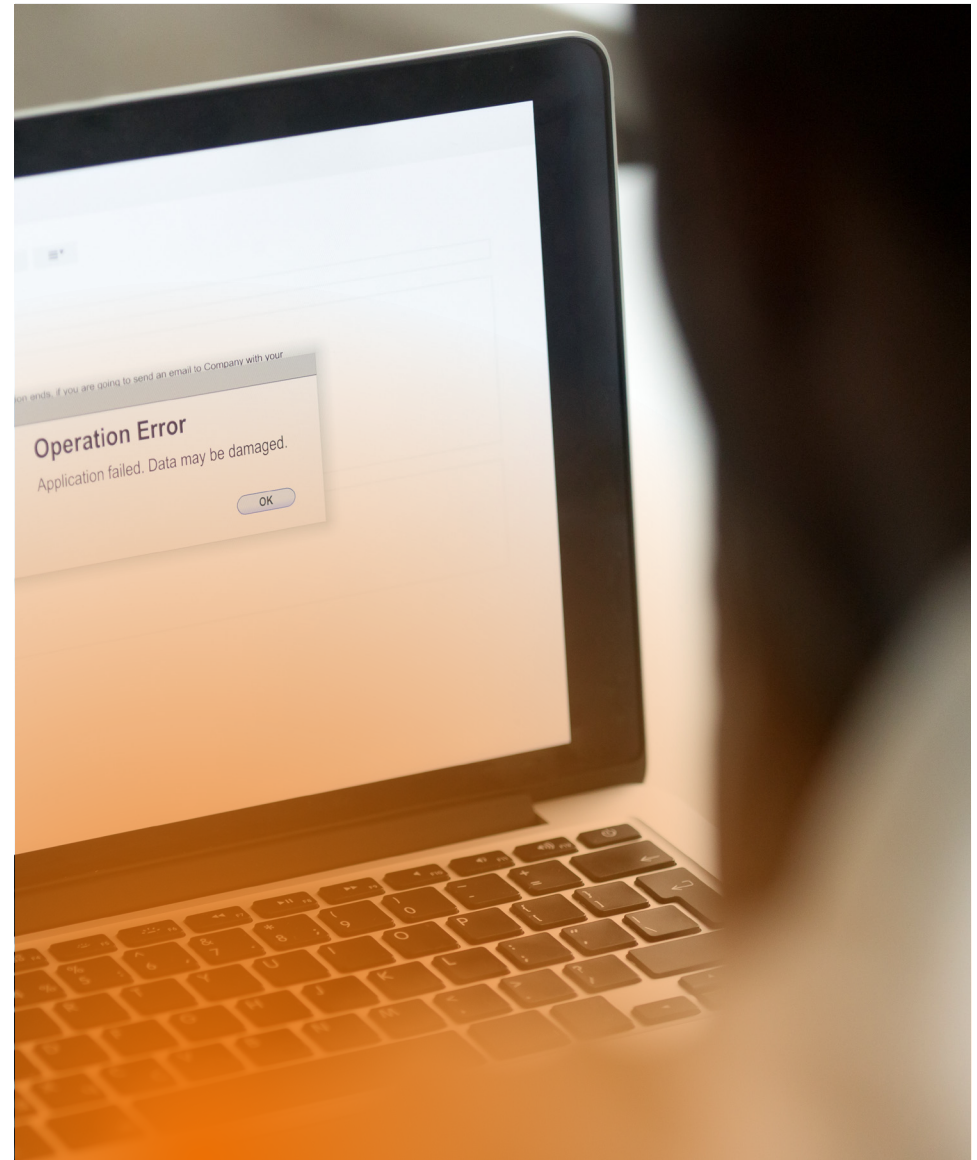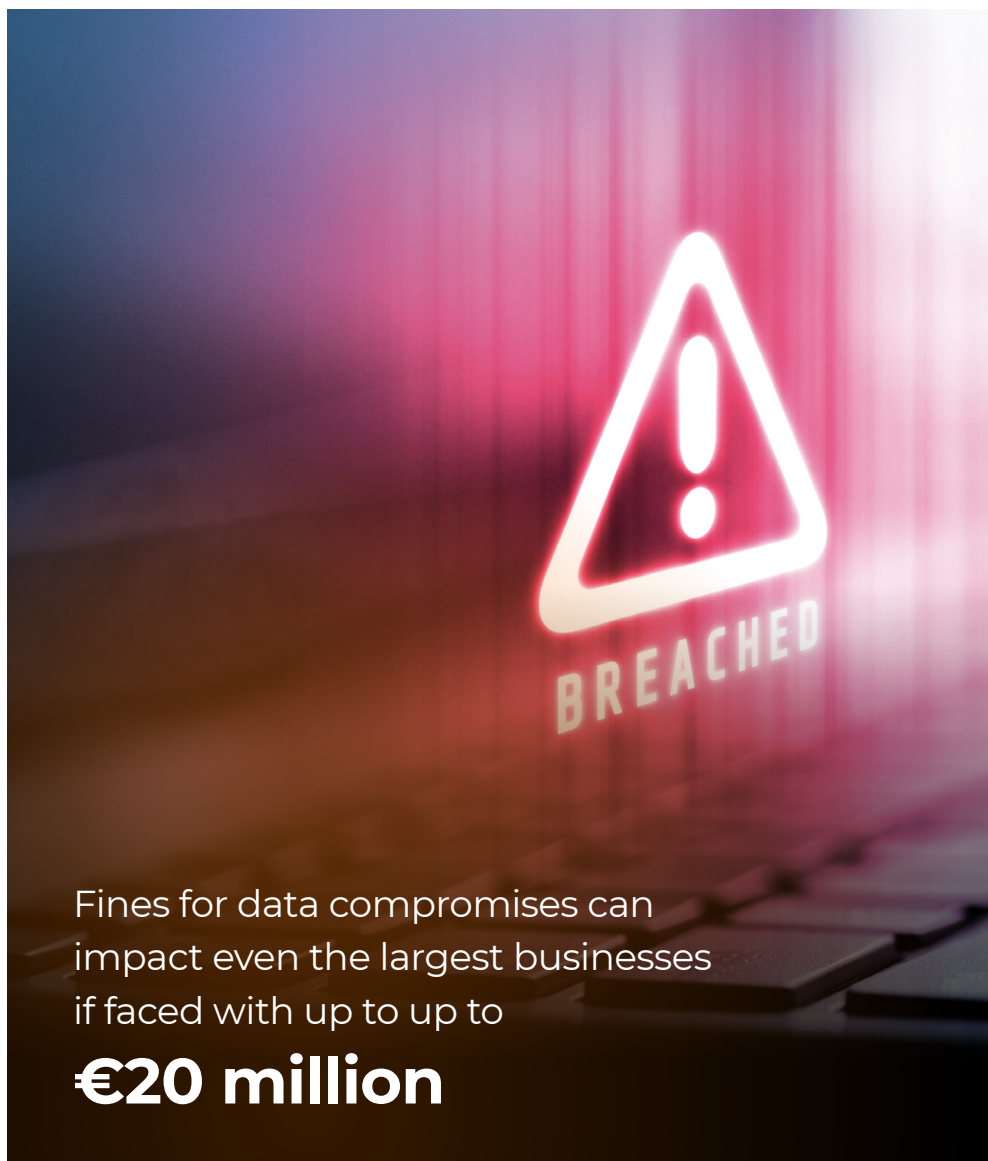
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Fines for data compromises can impact even the largest businesses if faced with up to up to

€20 million

Compliance issues

Data loss and exposure of corporate and personal data can have a tremendous impact on a business. Continuing to run your EOL software represents not only a significant risk to your cyber security, but it also likely constitutes a compliance violation under various regulatory and compliance standards.

Back in May 2018, The General Data Protection Regulation (GDPR) became law which meant that the cost in fines for data compromises can impact even the largest businesses if faced with up to up to €20 million or 4 percent of worldwide turnover for the preceding financial year. Organisations who continue to use EOL software are knowingly increasing their levels of risk and are more likely to face the heaviest penalties if their data is compromised.

In another example, PCI DSS section 6.1 states that all organisations must "Ensure that all system components and software are protected from known vulnerabilities by having the latest vendor-supplied security patches installed. Install critical security patches within one month of release. If the vendor no longer supplies security patches, you fall outside of compliance as soon as a new vulnerability is discovered."

If you decide to continue using EOL software that is not supported and cannot comply with set compliance requirements, you may face the consequences in the shape of fees and penalties that come from data breaches and hacks that your business is much more prone to when there are holes in your systems.

Staff retention and recruitment

If you thought the cost of maintaining EOL software was high, consider the cost of employee time spent fixing outdated software just so they can do their jobs. This way of working is counterproductive, time-consuming and takes employee focus away from value-adding tasks which contribute to overall business growth.

No one likes to feel that their skillset is out-of-date, or that they don't have the right tools to succeed. Ignoring these concerns and continuing to use EOL software can negatively impact workplace productivity, employee satisfaction and morale. As a result, this employee dip in the workplace usually results in a high staff turnover.

Now you must factor in additional costs for recruitment, hiring and training new staff. Your EOL software will be a hindrance when looking to attract new talent to your organisation. As the software is discontinued, it's more than likely new recruits will have never used the software before, nor will you have your original staff in place to teach them the ropes.
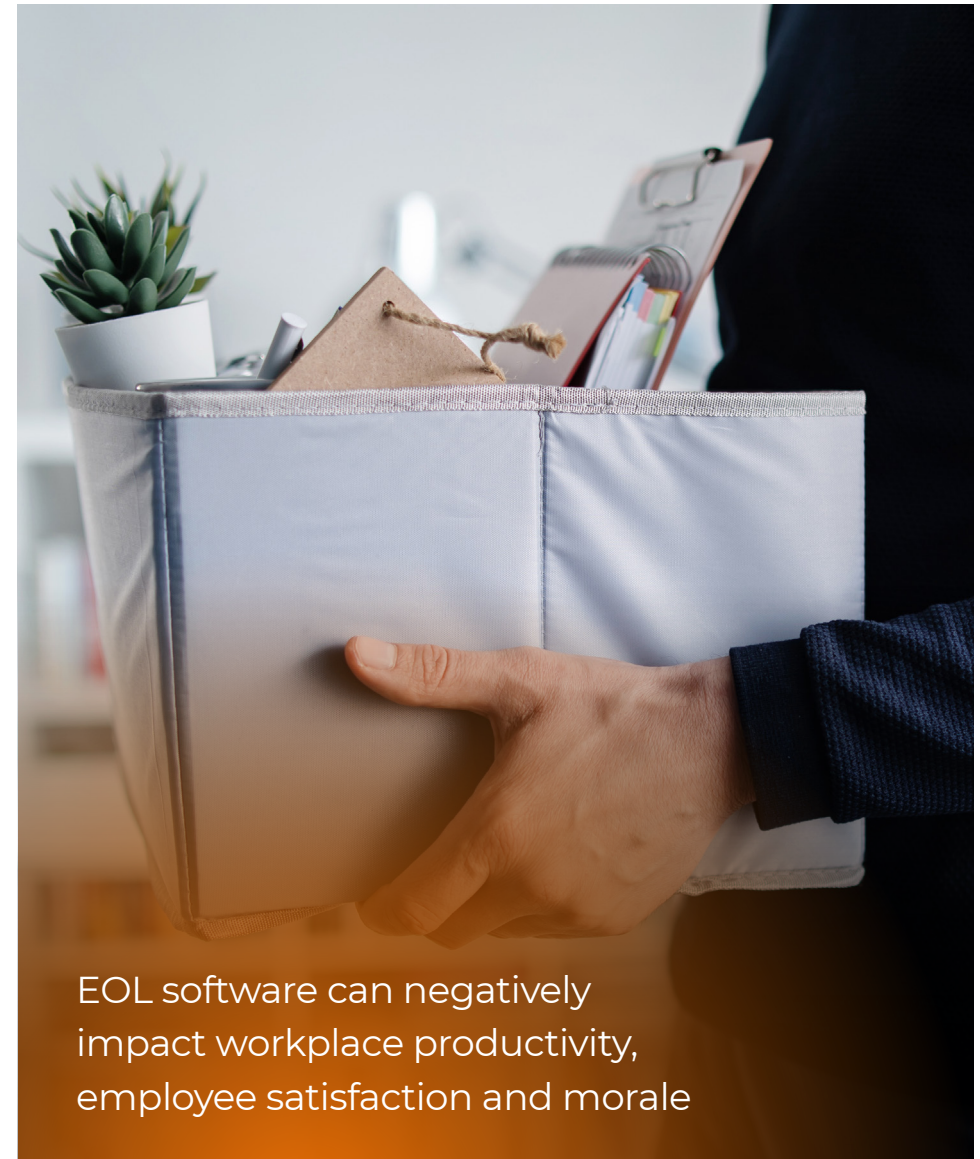
EOL software can negatively impact workplace productivity, employee satisfaction and morale

Paying double

If you've already stopped actively using your EOL software but still need to access the data that sits behind it, you're most likely paying a hefty sum for a right to use (RTU) licence.

Procrastinating on fully transferring all your data from your EOL software onto your new Cloud software system can become costly as you are paying for two software systems.

Don't sit on it for years on end and continue to pay for the RTU licence on top of the new Cloud software you are using. Talk to your supplier and complete the transition in good time, as the remaining data on your EOL software is still vulnerable to security breaches.

Why should I transition early from EOL software?

Some companies are better at giving advanced software EOL notices than others. For example, Microsoft announced this year that Windows 10 will out of support on 14 October 2025. This three-and-a-half-year window has given businesses plenty of notice to transition to Windows 11 in good time.

However, for smaller software systems, EOL notifications can be received as little as a month before their demise, meaning you must act accordingly. Successful transitions take time and choosing to leave it until the last minute opens you up to mistakes, confusion amongst staff, security breaches and financial implications.

Benefits in transitioning early from EOL software:
- You have enough time to iron out and address any potential problems
- Opportunity to research the market and choose the right long-term software provider
- Get training sessions in place so staff members can ask questions and become comfortable using the new system
- Move all data over from your EOL software in a timely manner and ensure that the new system is correct
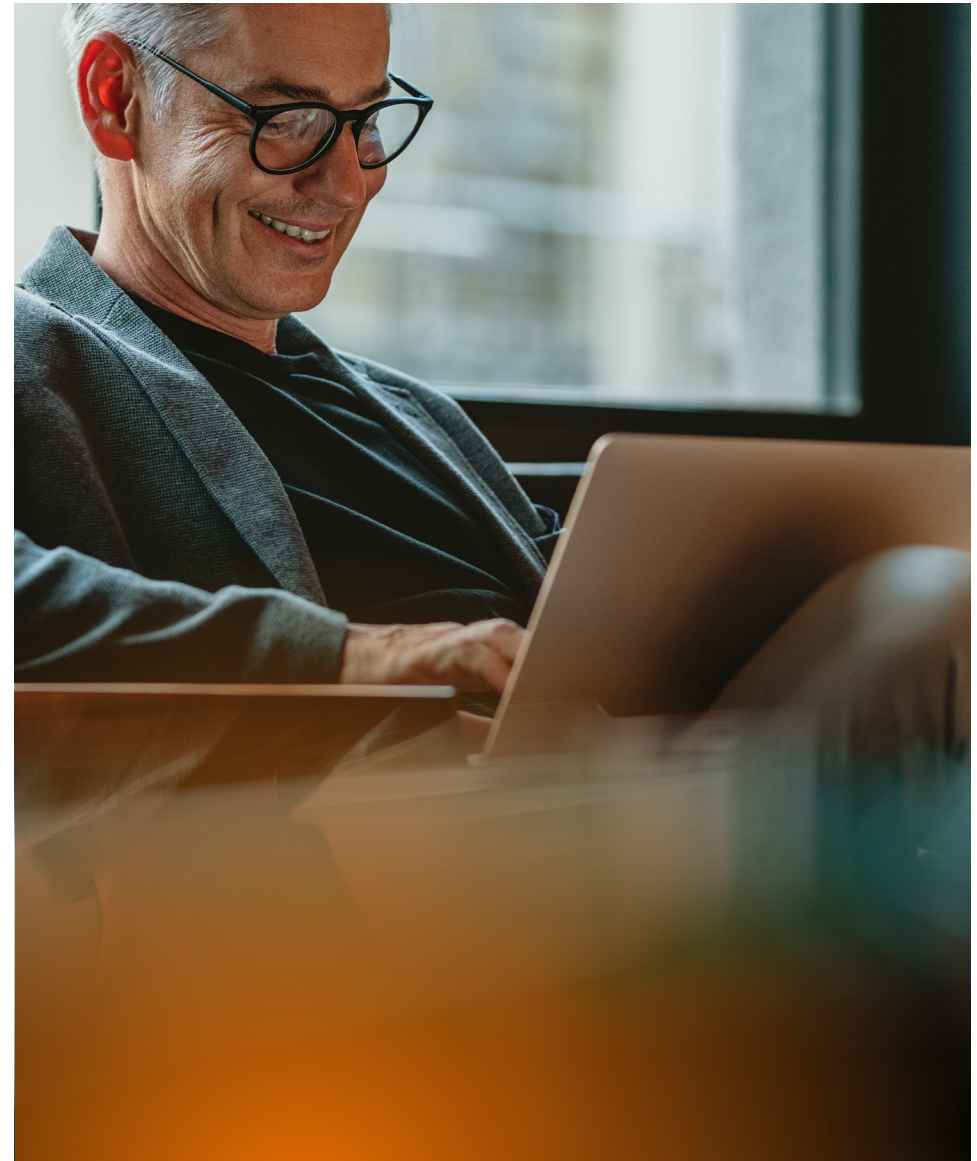
What should I look for when transitioning to a new software solution?

Just like any major business purchase, moving from your once reliable EOL software to a new Cloud software solution should be considered a significant long-term investment. When transitioning, look for the solution that will serve you and your employees well for a good amount of time. Identify software that is easy to transition to, with fast data migration and good technical support options.

Before choosing your new Cloud software service provider, ask yourself the following questions:

Am I in a safe pair of hands?

When considering tenders from Cloud software service providers, you should select a partner that can illustrate a clear and structured pathway for moving your staff and data from the existing system to the Cloud. Find a partner that can meet all your application requirements.

Is my Cloud provider going to be a long-term value adding partner?

A transition to the Cloud is not a one-time software purchase, it requires a mutual commitment from all parties to ensure durability in the long run.

Some questions to ask potential providers include:
- What are your service levels?
- What does the software adoption process look like?
- Can we access the documents we need when we need them?
- Will my team be able to collaborate effectively, even when working remotely?
- How secure are the data centres?

Find out their long-term vision and how many developers, project managers and professional services consultants make up their team - and more importantly, how accessible they'll be should you need them.

Change can be
a good thing

Find your permanent software residency with Advanced

Advanced is one of the UK's largest providers of business software and services with a £220m turnover, employing 2,000 people and serving 20,000 customers.

We use our experience and expertise in digital transformation to help you on your journey through the Cloud. We are here to work in partnership with you, advise you and offer you choices in the way in which you move to the Cloud so your organisation can grow, innovate and prosper. Ultimately, we help businesses transition to the Cloud in the right time and in the right way.

Why Advanced?
- We're not going anywhere - join forces with an organisation that has long-term viability
- We hold a reputable track record of supporting organisations in their digital transformation journey via our PACE programme
- A move to the Cloud means you are always on latest versions and remain compliant

It's easy to get caught up in familiarity but choosing to maintain your old EOL software puts off the eventual changes you will have to make to stay competitive.

A proactive approach to security, compliance and performance will help you stay successful in the long run. Simply put, staying ahead of EOL software announcements benefits your entire organisation.

It is possible for organisations to embrace the digital era confidently - even if you have critical legacy applications to integrate. The Cloud can help deliver true and positive changes now, and in the future.

By reimagining your business processes, workplace productivity will increase, customer satisfaction rates will soar and business information will be more easily accessible - all while supporting strategic, informed and proactive decision-making.

Begin your journey at your PACE with Advanced

Taking advantage of our [PACE programme](#) makes moving to the Cloud simple and allows you to take things at your own speed without the need for complex pricing models or confusing implementation strategies.

You can count on our experts to help you tailor your route to the future, so Cloud migration can improve, streamline and secure your work rather than distract from it.

What are the benefits of the PACE programme?

Pace yourself

Our Start, Flex or Ultra plans help make graduation from on-premise to Cloud service seamless. Our standardised plans will help to guide you along your journey, at your own pace. In addition, custom options are available for companies that request them.

Onboarding and customer success

With our onboarding training, we'll help you get up and running as fast as possible using your Cloud technology. Our Customer Success Managers (CSM) provide valuable reminders as wellas insights into best practices for optimising productivity, efficiency and profitability.

Subscription structure

Structure your payments in manageable monthly instalments that you can cancel any time instead of making one lump sum payment. With complete transparency and no hidden fees or upgrade costs, we want to give you additional confidence that our service is right for you.

No expensive maintenance

The upfront costs of hardware, as well as the people needed to maintain and manage on-premise solutions, can be high. With our Cloud technology solutions, maintenance and management worries are a thing of the past, since updates and fixes can be carried out remotely. This means you are always up to date, so your business can continue doing what it does best.

Welcome to MyWorkplace®

Transform your workplace with an all-in-one platform that integrates your business systems. We make your job easier by letting you focus on your more important tasks and not get distracted by routine admin.

We built MyWorkplace® to make work easier for everyone – all the way from CEOs to managers and apprentices. One single sign-on gives your teams access to all the software applications they need. When they need them. In one place. Raise a PO. Book annual leave. Request travel. Buy stationery. All at the click of a button. Welcome to MyWorkplace®.

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We would love to hear from you

If you'd like to find out more about how Advanced can help your business and ensure you are ready to meet the future, check out our software solutions below:

Cloud Financials - Accounting and Financial Management Software

Cloud HR - HR Software

MyWorkplace - The Power of Doing Less

Find out more

Find out more

Find out more

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