



EBOOK

Is Your Business Overdue For An IT System Upgrade?

If So, You May Be Missing Out On Increased Efficiency, Productivity And Security – And This May Cost You In The End.



If your business is overdue for an IT system upgrade, the “Name of the Game is 3 Strikes and You’re Out!” — Out of business.

1. You could lose your customers to competitors who provide faster, more efficient services with today’s technology.
2. As a small or mid-sized business, you have no choice but to compete against larger organizations. This means you must beef-up your productivity, or you lose.
3. And, with today’s increased cyber threats, you’re setting your business up for viruses, malware and computer hacks — This puts your customer data and business at risk.

**After reading this,
you may be asking a
few questions.**



How often should we replace our desktop computers, laptops, mobile devices, servers, and mission-critical software?

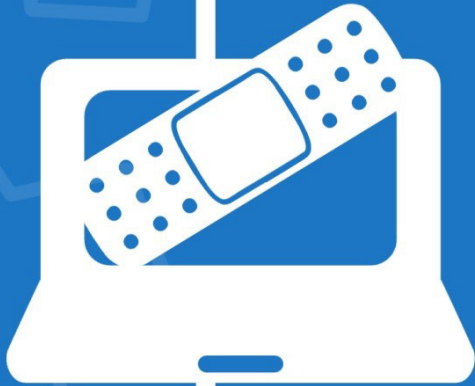
Here are some guidelines to follow. However, the demands of your unique business will drive the final decision about when to update.

- IT systems are typically replaced every three to four years.
- Laptops, phones and other mobile devices are replaced every two to three years.
- Printers and networking equipment can function for five years or more.
- Software and operating systems vary depending on vendor support.



Will my software vendor still support our older technology?

Typically, no — When this happens it's difficult to keep the software secure and operational. And, if you experience a data breach, there goes your company's reputation. Depending upon your type of business, you may be fined and penalized for releasing confidential information.

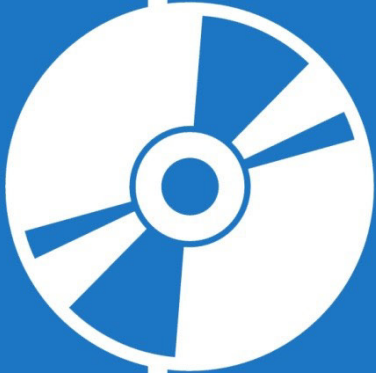


“What about my budget? Can I afford to buy new computers or new software?”

In most instances, you can't afford not to. The right question is how much are your old computers really costing you?

Ask yourself how upgrading will save you money and make your business more productive and competitive going forward. Old computers come with significant hidden costs. You'll spend more money on techs who have to put “Band-Aid's” on your system. Plus, your staff will be wasting time waiting for software to load, and documents to download.

IT changes so rapidly that failure to upgrade one system now means that multiple systems may need to be upgraded all at once. For example, if you wait to get a new server because your old one was OK, but you now need to upgrade to the latest version of your line-of-business application, you'll have to upgrade your server, install new software, and a rework of your network all at once to support the new version. This could be costly. If you had done this incrementally, the costs would have been more manageable.





How Do We

Consider all your options, think long term and be aggressive.

This is important when implementing new technology to provide a competitive edge. The competitive edge may be for overall system performance so employees can become more productive, or a solution that empowers clients and customers to more easily access your services. Or the upgrades may be needed to integrate multiple functions, partners, or streams of data that allow for more intelligent decisions or efficiencies in general. If the implementation, integration, or transfer to new technology is going to have a substantial and measured competitive advantage, then be aggressive and “cover all your bases.”

Be cautious.

If upgrading technology negatively affects the core competencies of your business or revenue stream, then be cautious about making a lot of changes all at once. This doesn't mean you should quit. It means that you might need to do an in-depth study of all the ramifications and ancillary applications that could be impacted by even a subtle change to the code. Be cautious when it comes to implementing changes that may impact your core business offerings, clients, or billing.



Keep Security in Mind.

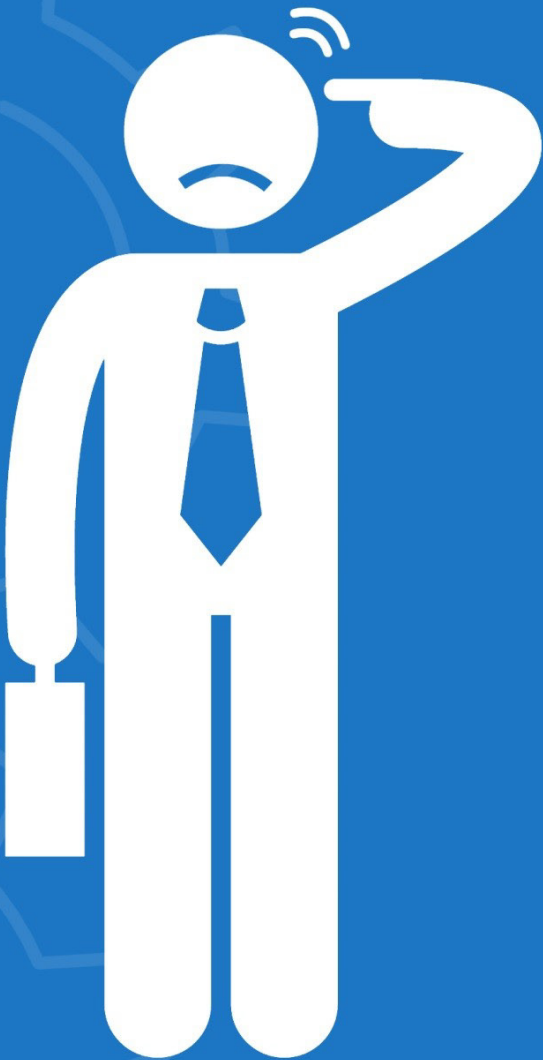
This is a good time to address your organizations' potential security needs. What confidential data do you manage, process, forward, or store? If you're like most, you are probably processing private information, including that of your employees. Employee records contain social security numbers, bank accounts, contact information and possibly information about medical coverage. Privacy isn't limited to your customers, clients or patients. This is also the time to have a security expert evaluate the potential breaches of privacy in your organization, and perform a risk assessment.

Be Quick and Be Slow.

Be quick to implement minor changes for performance enhancement, simplifying processes, or improving the customer experience. Design the small changes, test them thoroughly, and create a schedule to consistently implement them. In most cases it's the little enhancements have the biggest impact to business performance.

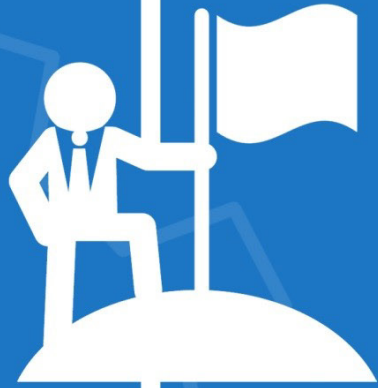
However, be slow when it involves major changes in the architecture or systems that sustain your business. These are the processes that are typically selected for the first priority when it comes to implementing an update in technology. Don't proceed until the system has been tested by professionals.

Ask your IT Managed Service Provider (MSP) to help you design an upgrade schedule for your business' unique needs.



Some Additional Points to Consider:

- An upgraded system will help you gain more revenue by offering services not supported by your current systems.
- Obsolete software and systems can hamper the growth of your business.
- Upgraded systems help you retain more clients/customers through increased speed and a generally improved customer experience.
- New systems and software increase uptime and decrease losses due to downtime.
- Newer systems are typically easier to manage, offer increased reliability and more frequent updates designed to keep them secure.
- An older system can cause fail points, decrease security, and increase the likelihood of a catastrophic failure.



IN CONCLUSION

Upgrading your business hardware and software is a choice that depends on how your business is currently operating. Maintaining efficiency, productivity and security is important. Upgrading your technology will ensure you're ready to support the latest trends in your market. Plan carefully, assess your needs, and consult with an expert. You'll then spend your money in the right places and gain the maximum benefits.

Boston HelpDesk can help. Our IT and Cybersecurity Experts will help you plan, design and implement your new IT system, hardware and software. We partner with well-known, reliable vendors, and can help you select the right solutions. Contact us for a complimentary assessment of your IT needs at: (617) 848-9393 or info@bostonhelpdesk.com.

