

**Origina** 



# CONSIDERATIONS FOR UPGRADING ON-PREMISES SOFTWARE

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GUIDE

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Origina recognizes that there may always be a portion of a companies' IBM software estate that will need to be upgraded to the latest version. However, on average less than 15 percent of customers that switch to Origina are on the latest version – and over 60 percent are three or more versions behind in the upgrade cycle.

Therefore, it's realistic to say that upgrades aren't a requirement for every product.

Part of the reason upgrades are viewed as a must-have commodity is that vendor-supplied software support is so often tied to the upgrade cycle. A business can't log a ticket if the software version isn't currently being supported, which means it also isn't privy to newly released Fix Packs and security patches.

Upgrades can potentially interrupt a stable digital estate and introduce new risk. Origina maintains the stability of these environments without disrupting their functionality.

The goal of engaging with Origina is for businesses to explore the financial and operational value of switching software support. Origina will help a company evaluate what the best decision is for its unique technology stack when it comes to delivering long-term value through software support and maintenance.

Origina delivers third-party software support with no strings attached and no matter which version the customer is on. This is achieved through a unique, independent service model that provides access to new features, security fixes and maintains interoperability with the surrounding environment without relying on upgrades to do so.

The following guide helps companies ascertain whether unreleased vendor upgrades are necessary to achieve their goals, or if Origina's alternative can help the company better support its IT roadmap.

Applications that are marked as End of Support (EoS) aren't entitled to new Fix Packs or software support, even if a company is paying for extended support. Origina has found that between 20 and 60 percent of the IBM software estate that is switched to Origina is EoS, meaning that up to 60 percent of the software that is switched was unsupported to begin with.

It's an important concept to recognize because IBM would require a company to upgrade its software to a supported version to receive support. Origina provides full software support for any version at no additional cost.

Companies are free to stay on whichever version is stable and sustaining business operations, without feeling they need to upgrade to what the vendor deems as a supportable version. The freedom enables a business to extend the lifecycle of the software version that's deployed, which contributes to a high-performing and more secure IT architecture.

## CASE STUDY

One of the largest automobile manufacturers in the world struggled to get support for its legacy software from IBM, despite the fact it was under contract. By working with Origina, it was able to receive highly responsive support from dedicated Global IBM Experts (GIEs) for that software while cutting the cost in half.

When there's a new feature that will truly add value to the way the organization utilizes the application, the organization should consider upgrading to the latest version.

Given the maturity of enterprise software, newer versions are more than likely to contain marginal improvements in performance or features. This means the desired functionality may not be included in a newer version.

However, as most products Origina supports are three or more versions behind – and a significant percentage are End of Support – a requirement can arise for a new feature. Origina provides the missing functionality through bespoke feature enhancements without impinging on the vendor's copyright.

Origina uses feature enhancements to develop and deploy the software capabilities customers require without having to resort to upgrades to acquire them. These are delivered by Origina's GIEs and can be turned around in as few as seven business days.

As a part of the onboarding process, all entitled software versions will be captured. Where a feature is available on a version that a customer is entitled to, Origina can assist a customer in upgrading to that version even after switching.

## CASE STUDY

Origina works with a Fortune 100 U.S. pension fund company that used IBM OpenPages. The business planned to migrate away but needed to export nine years of historical financial data before it could decommission the application.

The version that OpenPages was on did not support exporting.

IBM advised the customer that the feature was on a newer version of the software, but it would have to incur a reinstatement fee of four-times the cost of the annual software support. Paired with the costly upgrade project that would be attached to it, the company decided that was too high of a price to gain access to an export feature that would only be used once on a decommissioned application.

After scoping the project, Origina's GIEs delivered the export feature within seven days, including deployment and testing.

Enterprise software is stable enough to run for decades, but the surrounding environment will change. Each new piece of technology that's introduced will need to be tested and strategically configured to ensure existing IBM applications continue to run unencumbered.

As a result of the software's longevity, businesses may run into issues surrounding interoperability. When these issues arise – and, if the application version isn't officially supported by the vendor – companies could feel obliged to upgrade.

In over 70 percent of support cases, Origina's customers engage with the GIEs on issues arising from their peripheral environment. These are configuration changes or interoperability between applications. Origina has extensive experience in resolving these issues without the need for upgrades.

As such, Origina does not require customers to upgrade in order to maintain compatibility with IBM software and the surrounding environment. If the software version isn't officially supported, Origina's GIEs will work closely with the customer's technical teams to ensure it's able to operate without error in its current capacity.

## CASE STUDY

Origina works with British Telecom (BT) to support its IBM software. The company acquired EE in 2016, which was formed via a merger between Orange and T-Mobile in 2010.

EE ran a customized version of IBM Informix, which was complex to maintain but needed to integrate with a new digital estate in BT. Origina's GIEs were able to guide BT through any technical issues stemming from the acquisition and the migration that followed, as well as provide responsive software support moving forward.

Moves to microservices, migrations to the cloud and digital transformation projects in general are part of the long-term IT strategy for every organization. By 2025, 75 percent of enterprise organizations expect to be on cloud models for over 90 percent of their software, according to Gartner.

Organizations transitioning to new infrastructure must ask themselves if upgrading to the latest version will provide a return on investment. If the value won't be realized before decommissioning the software, the business should evaluate whether the most recent version of the software is required.

As the IT landscape evolves, Origina supports organizations through the design of, and execution on, product and cloud migration plans. Origina ensures that throughout the process, the IBM software deployed on-premises doesn't slow or impede any progress and that it can be maintained and integrated for as long as is necessary.

## CASE STUDY

Origina worked with a global pharmaceutical manufacturer that was migrating from IBM® Cognos to SAP BusinessObjects. Before it was able to deploy SAP BusinessObjects, it faced the prospect of having to renew the contract and upgrade it to a supported version of Cognos just to keep it running for the handful of months the company would be using it.

By switching to Origina, the business was able to avoid getting locked into a lengthy contract that would require it to upgrade. Instead, Origina supported the current version of Cognos and assisted with the migration to BusinessObjects, saving the company \$728,000 in the process. The savings it gained were expected to cover the entire cost of completing the global migration.

Switching IBM software support to Origina doesn't mean a company loses access to upgrades or can never upgrade to a newer version.

All Origina customers download the software versions and Fix Packs they're entitled to before moving away from IBM. Businesses that decide they want to upgrade to a version they're entitled to can deploy that version while with Origina.

Should a company decide that it wants to upgrade to a newly released version after switching to Origina, it can still get that version. Moving to Origina for a four-year period and paying the reinstatement fee to be able to deploy that new version will still provide savings. Any length of time past four years, and a business would be looking at significant software support savings despite having to pay the reinstatement fee.

However, throughout the time that Origina has supported its customers across hundreds of applications, no company has ever wanted or needed to go back to IBM for support or to upgrade to the latest version.

## ABOUT ORIGINA

Origina is a global provider of independent third-party IBM software support and maintenance that is committed to delivering outstanding software maintenance services. Our dedicated team of **600+ global independent IBM product experts** is passionate about championing end-user rights and unlocking value for our customers. We work proactively to protect, extend, and enhance all versions of IBM® and HCL® Passport Advantage software on open systems and mainframes, providing a cost-intelligent alternative to traditional software megavendors.

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IRELAND

Dublin

+353 1 524 0012

UNITED STATES

Dallas

+1 888-206-4862

UNITED KINGDOM

London

+44 2033 183790

