Risetime

Modernization eBOOK

Modernization stories in classical literature are treated as great tales of reinvention and transformation. Such as, Charles Dickens' *Great Expectations*, a coming-of-age story transforming a lowly orphan into an English gentleman. Today, modernization and migration stories for organizations dealing with technology are sometimes closer to Mary Shelley's *Frankenstein*, and its themes of creation, destruction and unbridled ambition.

This eBook discusses this imperative to modernize and transform legacy systems. These foundational steps are a strategic path to help you write your own story of reinvention and harness the power of emerging technology to transform your business.



John Price
CMO Risetime

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Our ability to fine tune technology in complex ecosystems is why our clients have relied on us for more than 25 years. We're not going away. We see things through.

ABOUT THE AUTHOR

John Price, CMO Risetime

John's more than 12 years working as a marketing and Digital Asset Management professional for Risetime and previously as Product Marketing Manager for OpenText has provided him with broad expertise in strategic content marketing and pragmatic DAM solutions for large and not-so-large companies in many different industries. He has worked closely with experts in healthcare and other highly regulated businesses focusing on their unique use cases, workflow processes and integration challenges with adjacent technologies in the marketing, DAM, and marketing environments. He is passionate about understanding the practical application of technology and key use cases to increase productivity; helping people to get work done better. John understands the value that DAM offers, especially as a part of complex ecosystems. Its prime objective leads to greater user satisfaction and helps organizations move the needle and achieve their goals.



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CULTIVATING A MODERN MINDSET

I know people who do restorations and I have a lot of respect for them. My brother's obsession with his baby blue 1975 Ford Bronco is a labor of love. In the software world, it's not about restoration, it's about modernization. Keeping the old and making it like new does not make sense.



Wikipedia talks about software modernization as a legacy transformation that "aims to retain and extend the value of the legacy investment through migration to new platforms to benefit from the advantage of the new technologies." To simplify, I think it means replacing old, outdated software systems that are still being used.

I'm not saying that legacy systems are bad. Software systems suffer from their own form of entropy, the inevitable deterioration of a system, and, when you combine this with corporate inertia, you can see how productivity is impacted. Modernization is a process and an embedded mindset enabling us to adapt to change and innovation.

We want to talk about the steps involved in this modernizion process, but first, let's understand some of the organizational inertia that hinders software modernization.

- If it ain't broke, don't fix it. Unfortunately, entropy and Murphy's Law mean that systems will break, software can't be patched, and, if you wait too long, it will be more catastrophic.
- It's too expensive. You are still paying software maintenance, plus increased costs from expensive license fees, specialized resources, poor performance, incompatibilities, and inefficiencies that impact productivity.
- Security and data vulnerabilities. Legacy systems are unable to keep pace with the latest security requirements. Security breaches and data loss are costly and remediation is time-consuming.
- It will cause too much disruption, take too long and employees will hate it. Modernization can be a tremendous change for the organization, do not over-promise and try to keep expectations realistic.

Why modernize? Business systems are not static, legacy systems and obsolete technology often pose challenges for businesses and organizations. At some point, legacy software won't be worth the extra effort: keeping up with quick-fix workarounds, incompatibilities with other technology, and loss of domain expertise will eventually lead to failure. Legacy software creates an "operational debt" that increases inefficiencies and directly impacts productivity. I think it's important to start with a modernization mindset. How do we cultivate that inside ourselves and inside workplaces? The dictionary definition of a mindset is a mental attitude or inclination. It seems easy, we don't have to embrace traditional vs platform products, cloud architectures, digital transformation, or any other flavor of the week notions. We just need to be open, curious, and appreciative of innovation and technology.

Just watch a six-year-old using a tablet. They experiment, ask questions on how to do things, grab the tablet to do it themselves, learn how it works, and, most importantly, how it works for them. They go back to the programs they have mastered and then extend and adapt using what they already know to master future applications.

Be that six-year-old.

#SoftwareModernization #SoftwareUpdates #LegacySoftware #SoftwareSecurity #CloudArchitecture #Risetime

THE DILEMMA OF TECHNOLOGY MODERNIZATION

In researching the topic of technology modernization there are some great articles and some that are just buzzword salad. This article is not about *"future-proofing resilient process design and agile workflows with human-centric, innovative artificial intelligence using re-imagined, cutting-edge technology as a force multiplier for speed and adaptation of strategic goals"...* sheesh!

Modernization means change, and it is fueled by the acceleration of technological innovation. Change is indeed the one constant in life and technology. The latest software and technical systems promise to improve your systems and workflows, making everything better, yet the reality is that operational and technical issues existed before the modernization initiative and (surprise!) will exist after modernization.

Before issues

- Legacy and outdated technology that impedes performance and productivity.
- Increasing infrastructure vulnerabilities, privacy, and data security issues.
- Duplication of applications used for the same process or purpose for different teams across the company, which increases IT maintenance and support.
- Lack of interoperability and integration, creating complex data flows and process bottlenecks.
- User dissatisfaction with status-quo and the long wait for improvements to trickle down.

After issues

- Managing investment in time, money, and resources; navigating budget issues.
- Aligning IT and business strategy: An example is the wave of mergers and acquisitions creating major issues assimilating disparate software applications and systems into a cohesive, go-forward strategy and architecture.
- Finding professionals with talents and skills to support the new technology initiative.
- Managing and communicating cultural change are keys to a modernization initiative. Poor communication across the organization, resistance to change, and lack of support resources are all issues that can stall progress.



Finding a balance

Yes, modernization means change, and, as a quick search will show, we can discover all its benefits and challenges. Although change is inevitable, we all want to be able to control it our own way, yet we cannot fully direct change. I see two overarching areas for organizational success with modernization initiatives. The first is understanding not just the technology but what the new processes and workflows will look like, and how it will impact and change the way things work now.

That leads into the second, often discounted, area of your organizational culture. Everyone has a stake in the success of the modernization initiative, and giving them a voice in planning and execution – skin in the game – will help ensure the desired outcomes. The fundamental requirements across the organization are involvement, communication, training, and celebrating success.

The dilemma for technology modernization is in finding the right balance between modernization and culture... what is your best fit? Of course, how to do it and the implementation are also quandaries. Let's look at that in upcoming posts.

#SoftwareModernization #DAM #ECM #CEM #CXM #Risetime

MODERNIZATION PATHS — DO PLATFORMS COUNT?

The term "platform" gets thrown around a lot these days, and it can be confusing. Is it just a savvy marketing exercise? Here's a breakdown to help clarify how platforms can be a legitimate path for modernization, while some rebranded suites might not deliver the full benefits you seek.

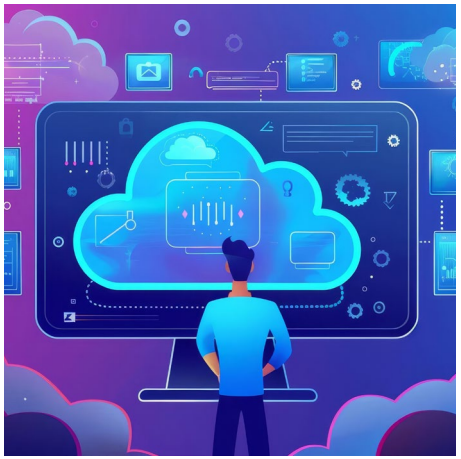
Software platforms and software suites are both sets of software tools used to accomplish tasks, but they differ significantly in their architecture and approach. Think of a software suite as a pre-packaged set of kitchen utensils and tools. You have the basics - spatulas, ladles, whisks, tongs, slotted spoons, and all those specialty gadgets rarely used. They all match, and you know they go together. A platform, on the other hand, would provide the core, basic utensils, and from that, you can add new tools as you need them, based on the cooking tasks you do.

Platforms vs Rebranded Suites:

A *modernization platform* offers an open architecture, and development tools, and enables customization and integration with other environments. Look for these features:

- **Open APIs (Application Programming Interfaces):** This allows developers to easily integrate the platform with other applications and services, creating a more flexible and extensible system.
- **Development tools:** The platform provides tools and resources to help developers create custom applications and functionalities.
- **Innovation focus:** Platforms are constantly evolving with new features and capabilities. *Rebranded Suites* are often traditional software suites or applications cobbled together, and sometimes branded as a platform – adding to the confusion. They may offer some improvements, but often lack the key characteristics of a true platform:
- **Closed Ecosystems:** Self-contained collections of integrated applications designed to work together. They may use proprietary technologies and data formats, making it difficult to extend or customize them.
- **Limited Integration:** These suites may integrate with a limited number of other applications, making it difficult to connect them with your existing ecosystem.
- **Focus on Vendor Lock-In.:** The vendor may prioritize locking you into their suite rather than offering open and flexible solutions.

Understanding the difference between platforms and rebranded suites helps you make an informed decision about whether a platform is the right modernization path for your organization. Platforms offer some compelling benefits such as streamlined workflows, reduced complexity, and consolidated functionality with integration and development tools. Some suites are evolving to offer more openness and integration capabilities. However, understanding the core principles of platforms and suites will help you make informed decisions when choosing software solutions for your needs.



To find your right path, look beyond the marketing hype. Don't be fooled by a rebranded suite or collection of applications, simply labeled a "platform." Investigate the features and capabilities and see if they offer true integration, openness, development tools, and a focus on innovation. Know what you need by considering your environment, requirements, customization needs, and future growth plans. A true platform will offer more flexibility and continuously adapt to your evolving needs. At Risetime, we help organizations learn more about modernization paths and why it is more than just a technology problem. In our next posts, we will discuss how to get started and the separate phases of software modernization.

#PlatformModernization #SoftwarePlatforms #SoftwareSuites #OpenAPI #SoftwareDevelopmentTools #Risetime

MODERNIZATION PHASES IN THREE ACTS

By its very nature, information technology does not age well. Whether forgotten or taken for granted, legacy systems are expensive to maintain, frequently have serious security risks, and become increasingly inefficient.

The main reasons organizations resist modernization fall under these areas: time, money, and resources. These are also the classic constraints in project management. Since modernization is usually a large project for an organization, those basic project management phases provide a solid framework. Within this project framework, three overarching drivers must be considered: business, technology, and people.

Modernization in Three Acts:

Act 1: Setting the Stage (Planning and Assessment Phase):

- **Business Driver:** Identify your modernization goals. What is the business value: boosting revenue, streamlining workflows, improving customer experience?
- **Tech Driver:** Understand and evaluate your current technology landscape. What are the dependencies and your main pain points? What areas need the most improvement?
- **People Driver:** What is your team's readiness for change? Are they comfortable with new technologies? Do they have the necessary skills?

Act 2: Building the Action (Preparation and Implementation Phase):

- **Business Driver:** Develop a business case for modernization. To secure stakeholder buy-in, quantify the expected benefits (cost savings, increased efficiency).
- **Tech Driver:** Choose the right modernization approach based on your technical needs and resources such as re-platforming, cloud hosting, data migration strategy, system design and development, testing, and integration.
- **People Driver:** Develop a comprehensive change management plan. Focus on user experience and prioritize user-friendly interfaces and intuitive workflows. Provide a comprehensive deployment and training plan to roll out to users and ensure users understand new functionalities and workflows.

Act 3: Curtain call (Post-Migration Optimization and Continuous Improvement):

- **Business Driver:** Monitor the impact of modernization on your business goals. Are your results as expected in the business plan? Are your cost savings and efficiency gains on target?
- **Tech Driver:** Go-Live support and monitoring during the initial post-migration period. Monitor ongoing performance and security of the new system and identify areas for improvement. Leverage data analytics to optimize the system for efficiency and scalability.
- **People Driver:** Gather feedback from users and stakeholders and celebrate success. Iterate the system based on their needs. Cultivate a culture of continuous improvement.



Each phase plays a critical role in your modernization journey. A thorough assessment provides a clear direction, and strategic planning ensures a smooth implementation. Be prepared and flexible to adapt your approach as needed. Be pragmatic and always know what 'done' looks like. Focusing on people, change management, and user experience is crucial for long-term user adoption and maximizing the benefits of modernization.

Modernization doesn't have to be a daunting task. By focusing on these key phases and considering the business, technology, and people aspects, you can transform your systems and unlock new possibilities for your organization.

#PlatformModernization #SoftwareModernization #ModernizationPhases #ModernizationPlanning #ModernizationOptimization #Risetime

MODERNIZATION MISSION: READY TO LAUNCH

Ready to start your modernization process? Everyone wants it to be successful and finally to be rid of that old clunky software and all the complaints. As you jump into your modernization project, start with a great team and build a solid foundation. The planning and assessment phase is like setting the stage for your play – it's crucial for a smooth and impactful transformation. Here, we'll explore the potential constraints and key process steps to navigate this critical first act.

Constraints: Charting the Course

Starting out, listen to the heavy users, they know where the bottlenecks are, and they want to see improvements to the way things work. Are there redundant, unnecessary steps? Have they already figured out workarounds? Are they included in the team – their insight is valuable. Before diving in, acknowledge potential roadblocks:

- **Limited Resources:** Modernization requires time, budget, and skilled personnel. Assess your resources realistically.
- **Data Silos:** Inconsistent data formats and scattered locations can complicate assessment and migration.
- **User Resistance:** Change can be daunting. Be prepared to address user concerns and ensure buy-in.

Process Steps: Building a Roadmap to Success

Now, let's break down the key steps to a successful planning and assessment phase:

- **Define Your Goals:** What do you hope to achieve with modernization? Increased efficiency, improved customer experience, or cost savings? Clearly defined goals guide the entire project. Write it down and share it.
- **Inventory Your Landscape:** Take stock of your current technology infrastructure, including hardware, software, applications, and data. Know where it is, who is responsible, and who are the users. Be honest about pain points and performance issues.
- **Evaluate Business Needs:** Align your modernization goals with broader business needs. How will it impact workflows, user experience, and overall operations?
- **Identify Modernization Options:** Consider different approaches like re-platforming, cloud migration, or a complete overhaul. Each option comes with its own advantages and limitations.
- **Develop a Business Case:** Quantify the expected benefits of modernization – cost savings, increased productivity, and Return on Investment (ROI). This will help secure buy-in from stakeholders.

Investing in the Planning Phase Pays Off

A comprehensive planning and assessment phase lays the groundwork for a successful modernization project. By following these crucial steps, you can navigate the initial phase with confidence. Remember, a well-defined roadmap minimizes surprises and ensures your project delivers the desired results.



At Risetime, we have helped our customers understand the constraints and navigate the landscape to build strong foundations for our customers' successful modernization projects. As a trusted advisor, we partner with our customers to achieve outcomes that increase productivity and move the needle forward for the business.

In the next act, we'll delve into the exciting world of implementation, where your modernization plan transforms into reality!

#TechnologyModernization #SoftwareModernization #Replatforming #CloudMigration #TechnologyInfrastructure #Risetime

MODERNIZATION PHASE 2: PREPARATION & IMPLEMENTATION

Modernization projects go through phases, and after the initial planning and assessment phase, you have now identified the need. You have assessed the existing systems, processes, and technologies.

It is time for the next phase – preparation and implementation. You know what you want to do, now it is time to make it so. To gain buy-in from the stakeholders and help guide you through this phase, you need a roadmap. Not just for the technical side but to lay out the business case. This will define the outcomes and help to quantify the expected benefits.

Here are the key principles for building a business case:

- **Alignment with the organization's strategic goals:** Show how the modernization project contributes to the overarching strategy and objectives of the organization.
- **Risk assessment:** Identify and explain potential risks and mitigation strategies for the project.
- **Describe the benefits and ROI (Return on Investment):** Benefits typically fall into these buckets: Cost savings, greater efficiencies, revenue generation, and customer satisfaction. What metrics will be used to measure the outcomes and benefits? The ROI will demonstrate the financial viability of the project.
- **Stakeholder support:** Secure buy-in and feedback from stakeholders throughout the organization, including cross-functional departments.

Keep the above principles in mind as you develop your business case. It should include the objectives and scope of the project, and a cost-benefit analysis discussing the tangible and intangible benefits. The business case document should also discuss the potential risks and mitigation plans, the project timeline, resource requirements and budget, and get all the necessary approvals and signoffs.

The business case is your roadmap as you begin your modernization journey. The plans include the following primary areas:

- **System design and development:** This encompasses what the new architecture and functionalities will look like.
- **Data migration:** The primary purpose is to ensure the compatibility and integrity of the data and metadata within your ecosystem. It involves data cleansing, transformation, and the transfer to the new system.
- **Testing and integration:** The new system needs to be tested throughout the installation and deployment. Integrations with other software systems should be rigorously tested.
- **Deployment and training:** Initial deployment of the new system should be in a controlled environment to facilitate system and user acceptance testing. Once established, tested, and validated, the system is ready to roll out. Comprehensive training in the new processes and functionality for users and administrators is required. Adding feedback loops to adjust for usability and user satisfaction helps speed adoption.



With the plans and roadmap in place, you are ready for implementation and deployment. Continue to monitor project progress, adjusting as you go.

All of the above seems simple, practical, and straightforward. Inevitably, there will be the gotchas that sneak up and surprise you. If you have a team that works well together, knows how to collaborate, and even has fun, it will go more smoothly. Sometimes you might want to bring in modernization mavens to get your project off the ground. Using experts, like Risetime, can help your project move forward faster with the confidence of people who have done it before and know how to make this modernization thing work for you and deliver the desired outcomes.

#TechnologyModernization #SoftwareModernization #Replatforming #Implementation #ROI #Risetime

MODERNIZATION? DON'T FORGET DATA MIGRATION

When modernization and migration converge a powerful synergy is created. It shifts how organizations operate, how value is delivered, and how customers interact. The core components and foundation for digital transformation is modernization of legacy systems and data migration to advanced platforms. More than just technical fixes, these are enablers of invention, effectiveness, productivity, and growth. This investment allows organizations to unleash the potential of their data for speed, agility and innovation that can dramatically change the landscape.

By leveraging emerging technologies, organizations can integrate artificial intelligence (AI), machine learning (ML), and Internet of Things (IOT) to drive new business models, accelerate business initiatives, and sustain long-term success.



This rosy picture requires a holistic approach aligned with the organization's overall digital strategy across business units and departments. Projects need to anticipate the impact on employees and manage change effectively. Modernization projects are not simple, and data migration is a major area that can easily sink all those efforts.

Data is pervasive, and every technology stack, with software applications, integrations, and users, generates vast volumes of data. Major challenges in data migration include data quality, and the sheer volume of the data sets. Addressing these challenges takes careful planning, execution, and appropriate tools.

Data migration is essential to a modernization plan. The success of new applications and systems is dependent on high-quality data. Upwards of 80% of organizations are planning to migrate to the cloud and data migration is crucial for cloud adoption. It involves the systematic transfer of data from one storage system or application to another.

Benefits of Data Migration

When it is well-executed, data migration allows organizations to leverage the full potential of data. By strategically transferring data from legacy systems to modern platforms, organizations can unlock new opportunities for improvements in operational efficiency and enhanced decision-making capabilities. Additionally, business process optimization and better customer experience will provide a competitive edge. The following benefits underscore the importance of data migration as a strategic imperative.

- Enhanced data accessibility: Consolidating data into a centralized and accessible location increases usability and facilitates easier access and retrieval.
- Improved data quality: Migration is an opportunity to clean and standardize data, improving overall data quality, and ensuring accuracy and reliability.
- Cost reduction: Organizations can reduce storage and management costs with consolidation of data, elimination of redundant systems, and streamlined processes.
- Scalability: Ever-growing volume of data requires scalability and flexibility for both storage and processing demands.
- Security and disaster recovery: Advanced, modern security features will backup and protect sensitive data from threats and disasters more effectively.
- Enabling new technologies: Migrated data can be leveraged for advanced analytics, AI, and machine learning initiatives.

Data migration is a complex undertaking. There are many potential challenges and roadblocks that will hinder the overall success of the project.

The table on the next page outlines common obstacles organizations encounter during the migration process, along with effective strategies to overcome them. By understanding these challenges and implementing appropriate actions, businesses can mitigate risks, improve data quality, and achieve a smooth migration.

#TechnologyModernization #SoftwareModernization #ContentDistribution #CloudMigration #DataMigration #Risetime

DATA MIGRATION CHALLENGES, STRATEGIES & TOOLS

CHALLENGES	ISSUES & OBSTACLES	STRATEGIES & TOOLS to OVERCOME CHALLENGES
Data Quality and Consistency	Inconsistent, inaccurate, or incomplete data can hinder the migration process and impact data integrity in the target system.	• Data profiling: Thoroughly analyze data to identify quality issues and inconsistencies. • Data cleansing: Correct errors, duplicates, and inconsistencies before migration. • Data standardization: Ensure data formats and structures align with the target system. • Data validation: Implement data quality checks throughout the migration process.
Data Volume and Complexity	Large datasets can be time-consuming and resource-intensive to migrate.	• Incremental migration: Migrate data in batches to manage data volume. • Data compression: Reduce data size to improve transfer efficiency. • Data partitioning: Divide large datasets into smaller, manageable chunks. • Parallel processing: Utilize multiple resources to accelerate data transfer.
Data Format and Structure Differences	Large datasets can be time-consuming and resource-intensive to migrate.	• Incremental migration: Migrate data in batches to manage data volume. • Data compression: Reduce data size to improve transfer efficiency. • Data partitioning: Divide large datasets into smaller, manageable chunks. • Parallel processing: Utilize multiple resources to accelerate data transfer.
Data Security and Compliance	Protecting sensitive data during migration and ensuring compliance with regulations is crucial.	• Data encryption: Protect sensitive data during transit and storage. • Access controls: Implement strict access controls to limit data exposure. • Compliance audits: Conduct regular audits to ensure adherence to regulations. • Incident response plan: Develop a plan to address data breaches or security incidents.
System Integration	Integrating the migrated data with new systems and applications can be complex.	• API integration: Use APIs to connect source and target systems. • Data synchronization: Implement mechanisms to maintain data consistency between systems. • Change management: Coordinate changes to systems and processes to accommodate migrated data.
Testing and Validation	Thoroughly testing the migrated data to ensure accuracy and completeness is time-consuming.	• Unit testing: Test individual data transformation components. • Integration testing: Verify data flow and interactions between systems. • User acceptance testing (UAT): Validate data accuracy and completeness with end-users.
Change Management	Managing user expectations and minimizing disruptions during the migration process.	• Communication: Keep stakeholders informed about the migration process. • Training: Provide training to users on new systems and processes. • Support: Offer assistance during the transition period.
Resource Constraints	Limited budget, personnel, and time can impact the migration project's success.	• Create a business and project plan • Gain buy-in and formal approval from executive sponsors • Cost / benefit analysis ROI calculation • Use analytics to track KPI's and milestones and ROI

NEXT STEP

Technology is not static. And that is a good thing because it lets every organization create their own story, and there's a great modernization story to tell. Ultimately, your successful modernization and migration tale continues to be written. It serves as a catalyst for innovation, that transforms your organization beyond your imagination.

If you are ready to take the next step in writing your modernization story, Risetime can help. We have experts and assessment tools to get you started. We can point you in the right direction or help develop a plan and comprehensive roadmap for modernization and migration. We can deploy and host applications in the cloud as well as successful data migration. We provide librarian services for customers in highly regulated industries such as healthcare, to maintain metadata, usage rights, approvals and regulatory compliance for your processes and digital assets.

Modernization and migration can get complicated. If you have questions, concerns or just want to chat about how it's going, send me an email.



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Thank You

At Risetime, we focus on our customers. In every engagement we begin by listening and seeking to understand. Everyone wants their workplace to be like a finely tuned, high-performance engine, what would that look like in your organization?

A key value we bring to our clients is our ability to fine tune technology in complex ecosystems.

We partner with you, to strategize the plans, designs, and methodology that work for you. At Risetime, we get the deployment done right and stick around to make sure your solutions continue to perform to expectations, adding value, and able to adapt and grow with you for years to come. We're passionate about developing and maintaining long-term relationships. That's why our clients have relied on us for more than 25 years. We're not going away. We see things through.

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