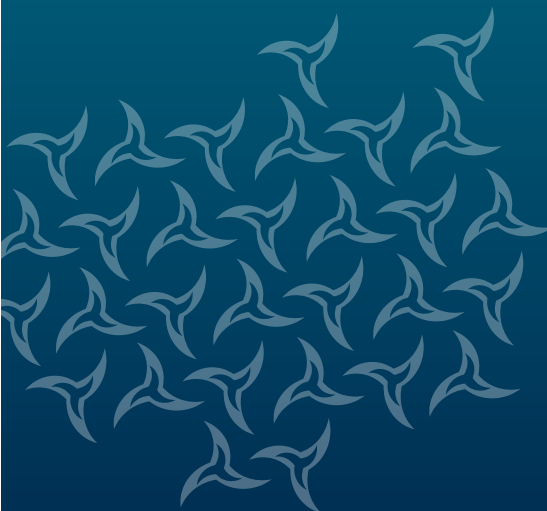


APPLICATION DECOMMISSIONING

An essential part
of your digital
transformation
strategy

- Increase business agility
- Improve customer experience
- Gain business insights
- Achieve compliance



APPLICATION DECOMMISSIONING



RIISING TO THE LEGACY APPLICATION CHALLENGE

Legacy applications are an important part of any digital transformation. Some you can modernize. Others you can replace. But there is a third type that is often overlooked: the terminally obsolete applications kept on **'life support'**.

These are aging or redundant applications that are kept running purely for access to important historical data. Almost every organization has at least one, and keeping them alive takes more time, money and effort than you might think. They also add unnecessary complexity and risk, which makes it harder to innovate.

For these applications, decommissioning is the best option.

How decommissioning works

Decommissioning is a process for removing an application from service while maintaining business continuity. You can quickly extract the data you need from your applications and then retire your legacy software and hardware with confidence.

As a result you will simplify your systems landscape, reduce your operating costs and free up your IT team to focus on new digital initiatives.



UNLEASH YOUR DATA

- ✓ Get faster access
- ✓ Boost customer service
- ✓ Reduce legacy costs and risks
- ✓ Retain data for compliance
- ✓ Unlock business insights
- ✓ Enable innovation

OUR DECOMMISSIONING SOLUTIONS

A proven process

Your legacy data is valuable to your business, so we focus on making it easy to access and use. We follow a tried-and-tested process to ensure you retain the right information, in the correct business context. This keeps it meaningful for business users long after the original legacy application has gone. The result: data you can rely on for customer service, day-to-day operations, business intelligence and compliance, both now and in years to come.

Engineered for security and compliance

Our technology is designed to help you improve information security and governance. Your data is encrypted, then stored in our Columbus enterprise information management system and can be accessed securely from a browser, mobile app or third-party application. You can apply information lifecycle rules to meet your data retention requirements, and redact sensitive information to comply with data privacy regulations.

A new source of business intelligence

Columbus lets you store data from any of your applications, running on any platform, in a single content repository. You can also add unstructured content, such as documents, images, video, chat and sound recordings. As everything is managed in one place it is easy to find the information you need. What's more, it gives you a new source of business insights: a pool of priceless historical data that can be mined using analytics, or interrogated using artificial intelligence.

Can I decommission this application?

Three important questions to ask:

- 1 Does keeping the application running hamper business performance, or create risks, costs, or access problems?
- 2 Is the data static and no longer updated?
- 3 Might you need access to the data in the future, for example for compliance or customer service?

✓ If you answer 'YES' to these questions you would benefit from application decommissioning.



TACKLING YOUR TRANSFORMATION CHALLENGES

Legacy applications are a natural outcome of business transformation. Mergers, acquisitions and organizational restructuring can all create redundant applications. Security or compliance concerns could force a system to be shut down. Strategic changes such as a software refresh or move to the cloud will likely make one or more business applications obsolete.

Whatever the drivers for change, we can help you deliver benefits to your business in seven key areas:



REDUCING BUSINESS RISK

A shortage of legacy IT skills, incompatibility with modern operating systems and databases, and security vulnerabilities in older systems can pose a threat.

How decommissioning helps

- ✓ Provides strong authentication and data security, including encryption
- ✓ Data is managed on your chosen IT platform or in the cloud
- ✓ No need for technical skills or specialist knowledge to access your data



"It's so old, what if this application doesn't work on the next operating system?"



DRIVING DOWN COSTS

Software and hardware charges, IT support, and data center overheads for maintaining obsolete systems add up to significant costs.

How decommissioning helps

- ✓ Allows you to retire legacy hardware and software and recoup the costs
- ✓ Brings legacy data onto a self-managing system that uses low-cost storage media
- ✓ Delivers a rapid return on investment and a low total cost of ownership



SUPPORTING GOVERNANCE AND COMPLIANCE

Legacy systems are often weak when it comes to data protection, data minimization, legal hold, data subject access requests and compliance with long-term statutory retention requirements.

How decommissioning helps

- ✓ Supports data governance and compliance, including timely deletion of data
- ✓ Access to personal data and other sensitive information is tightly controlled
- ✓ Data can be redacted to protect customer privacy



"We struggle to enforce our data retention policies and are concerned about GDPR compliance."



MAKING SPACE FOR INNOVATION

Firefighting problems on legacy systems is a distraction from strategic initiatives. Having a stack of old systems to support creates complexity and makes it harder to transform your business.

How decommissioning helps

- ✓ Eliminates legacy support issues
- ✓ Frees up time for you to innovate and grow your business
- ✓ Simplifies your IT environment so you become more agile



"Why are we wasting time supporting old and obsolete systems?"



IMPROVING CUSTOMER EXPERIENCE

Customer requests can be slow to resolve if front-office workers need to log in to legacy applications to access historical information, and self-service access for customers may be unavailable.

How decommissioning helps

- ✓ Gives you fast access to all historical customer data, in one place
- ✓ Lets you integrate legacy content with your business applications so you only log in once
- ✓ Provides the option of online self-service for customers



IMPROVING USER EXPERIENCE

Older applications may pre-date modern access methods such as web and mobile working and can be hard to use, or integrate with other systems.

How decommissioning helps

- ✓ Modernizes access, with web and mobile interfaces
- ✓ Delivers an intuitive user experience, with little need for training
- ✓ Enables rapid systems integration, using industry-standard mechanisms



"It just takes too long to find the information we need."



UNLOCKING BUSINESS INSIGHTS

Most organizations have a treasure trove of operational and customer data locked away in legacy systems. It could deliver valuable business intelligence – if only it was easier to analyze.

How decommissioning helps

- ✓ Brings together business information of all kinds into a single location
- ✓ Works with artificial intelligence to classify and interpret your information
- ✓ Enables data to be mined for insights using analysis tools

DECOMMISSIONING SUCCESS STORIES

No two decommissioning projects are exactly the same. We work with our customers' business and IT teams to understand their unique challenges and build a solution that delivers financial and operational benefits.

ENERGY

How we helped one of the UK's top six energy suppliers to:

- ▶ Migrate all on-premises data centers to a private cloud environment
- ▶ Implement a cloud-based system which incorporated their legacy application data
- ▶ Enable existing business processes to continue seamlessly after migration, while reducing the number of virtual servers required



Macro 4 helped us to quickly and easily move complete application data to the cloud while ensuring business continuity. Speed was essential to ensure we weren't forced to renew legacy application licenses before the move. We also made savings by significantly reducing the number of servers we had to migrate.



FINANCIAL SERVICES

How we helped a large UK financial services organization to:

- ▶ Integrate two million new customers following a major acquisition
- ▶ Avoid the high cost and lengthy timescales of migrating large volumes of old data to a new business system
- ▶ Retire the legacy apps that did not comply with today's strict requirements around data retention



Many of the efficiency benefits of mergers and acquisitions come from driving out duplication. Macro 4 helped us to do this with Columbus, providing a ready-made way of keeping alive the key customer information we had acquired, allowing us to switch off the legacy systems and reduce our costs.





BUILDING SUPPLIES

How we helped a leading UK distributor to the building trade to:

- ▶ Comply with the GDPR by transferring millions of documents out of a non-compliant document management system and into Columbus
- ▶ Keep customer data both secure and accessible
- ▶ Save money on hardware and software by decommissioning the old system



It was easy to move the data into Columbus, where we have much greater levels of security around personal data. For example, all data is encrypted, and we can simply tailor how we restrict access to sensitive information.



TAKE THE NEXT STEP

As a key part of your IT modernization strategy, decommissioning your legacy applications will help you to increase business agility and accelerate digital transformation.

There's never been a better time to get started.

Get in touch to arrange a complimentary consultation with our decommissioning team.

Email us at market@macro4.com
or call +44 1293 872 000

ABOUT MACRO 4

We are a global software and services company, focused on solutions that drive digital transformation and enhance customer engagement. We help organizations to deliver better multi-channel experiences, personalize customer communications and drive greater value from their corporate content.

As a division of UNICOM Global we benefit from being part of a major provider of integrated software and hardware solutions with over 50 corporate entities throughout the world.

Our decommissioning experience

For more than twenty years we have been successfully implementing application decommissioning solutions for customers operating in a wide range of market sectors.

Our experience ranges from small projects to decommission a single application right through to large-scale implementations involving hundreds of systems running on multiple technology platforms.

Learn more at www.macro4.com/decommissioning

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