

6 Myths About Failing Software by Decision Design Corporation

Since 1995, Decision Design has been helping clients faced with failing software recoup their investments and make their software successful. Often, clients that come to us seeking help are in crisis. The tension is high in their situations and they are looking for options. In deciding what to do next, our clients often face and overcome many myths about failing software.

Myth 1 We will have to rewrite the whole application

REALITY - Failed systems are fixable, frequently with small changes - Most of the time an under-performing software system can be fixed by changing something small rather than something big. Some systems are improperly using a technology, or are using inefficient queries, or have built a user interface in a confusing way. The key is identifying the offending issue(s) and correcting them, without having to gut the whole thing.

Myth 2 It's the technology's fault

REALITY - Failure is rarely about the technology

Many people blame an inefficient or poorly performing systems on the underlying technology. Common targets are server hardware, choice of database, web server, lack of middleware, or "wrong" operating system. The truth is that most problems have nothing to do with the technology, but rather are either poorly written code or poorly designed user interfaces. Any database, or server, or language can be made to work effectively, it is in the application of these technologies where the problem usually starts.

Myth 3 The software cannot be fixed without the previous vendor

REALITY - Our software experts rarely need vendor support - In many situations, a previous software vendor is not available to transition, train, or explain what was done before. This is generally not a problem. Our software engineers are expert in examining and diagnosing problems, even without documentation or assistance by the previous vendor. In fact, in some cases, a new set of eyes, without vendor prejudice, is preferable.

Myth 4 **Remediation experts are expensive and fixing software will be expensive**

REALITY – Fixing systems can be very economical compared to continually spending money on ineffective solutions. The reality is that most companies spend money on trying to save a system way past when they should have stopped and found a better solution. Our experts are no more expensive than your developers are and our experience in remediation will keep costs down. It is way cheaper to solve in 1 day what a developer has failed to solve in 1 week.

Myth 5 **Software in use cannot be remediated**

REALITY – Production systems that are failing are the best candidates for Remediation candidates. The reality is that software that is failing in production is in the most need of Remediation because it is most directly affecting the business. The Remediation process developed by Decision Design includes steps for finding immediate stabilization solutions for production level software and processes for managing production changes.

Myth 6 **Our industry, business, or product is too unique**

REALITY – A good Remediation Process works in any industry on any product. The reality is that a good remediation process includes flexibility to handle the nuances of individual situations, while capitalizing on best practices. Although industries and products certainly vary, the pain caused by failing software is fairly universal, as is the foundation for how to move the software toward success.

If you have failing software that isn't living up to expectations, Remediation can most likely help you recoup your cost and dream. To learn more about Remediation or learn about other clients Decision Design has helped, check us out on the web at www.decisiondesign.com/services/softwareremediation



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