

Software as an Employee

A new paradigm for legacy
software modernisation





Introduction

Your software — like your staff — can make or break your business.

Software and staff drive your processes, boost cash flow, carry out your mission and keep customers happy.

But, while long-term employees can amass new skills over time and grow with the business, legacy software can stagnate, becoming a critical challenge. These aging systems, once the backbone of operations, are now more like underperforming employees; expensive and inefficient liabilities in a world where technological change is constant and swift.

What if your legacy software could become more like your most valuable team member?

Welcome to the **“Software as an Employee”** paradigm.

“Software as an Employee” (SaaE) is a fundamental shift in how businesses approach their digital asset and a revolutionary approach to managing and modernising your legacy software.

By treating your software with the same care and investment as your best people, you position your organisation for greater agility, efficiency and competitiveness. You ensure that your systems evolve alongside your business, continually adding value and adapting to new challenges.

This eBook will guide you through this concept of SaaE, helping you to transform your outdated systems into dynamic assets that drive your business forward.

The problem of legacy software

Despite having the benefits of software modernisation available to them, legacy tech continues to hold companies hostage.

Perhaps it seems as if too much money has been sunk to turn back now, or maybe the task of upgrading is too daunting to tackle. Could it be that the C-suite doesn't understand the reality for users on the frontline?

The longer a business soldiers on with outdated systems, the more risk it invites. Doing nothing is simply not a strategy. This eBook will guide you through this concept of SaaS, helping you to transform your outdated systems into dynamic assets that drive your business forward.

Security vulnerabilities

One in five¹

UK workers claim their outdated technology has led to security risks.

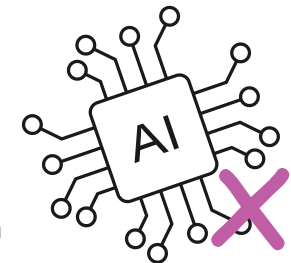


Archaic systems often lack the latest security features, making them prime targets for cyber-attacks. In an era of increasing digital threats to sensitive data and company reputation, this risk cannot be overstated.

Integration challenges

32%²

of IT decision-makers say as much as a quarter of their legacy systems are unable to integrate with AI tools.



As new technologies emerge, legacy systems struggle to keep pace. This is particularly evident with the wave of innovative software that makes the most of artificial intelligence, automation and machine learning.

Technical debt

10-20%³

of CIOs' technology budget is diverted to resolving issues related to tech debt.

Neglected software accumulates issues that become increasingly costly to fix. For larger organisations, this debt could be as much as **40%**⁴ of the value of their tech estate at hundreds of millions of pounds.

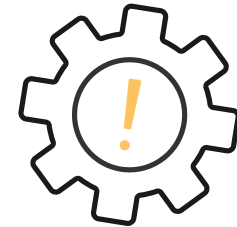


Inefficiency

A third⁶

of UK workers say they are less productive due to slow technology.

Outdated systems can significantly hamper productivity, lacking modern features and optimisations that could streamline operations.



Staff frustration

24 days⁵

are wasted by staff per year due to working with outdated tech — more than many UK workers' paid annual leave.

Legacy tech can frustrate employees to the point of making them leave for a more tech-savvy employer. This makes it harder to attract and retain top talent who expect to use modern systems on-site or remotely.

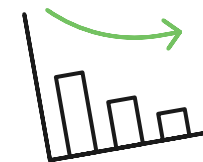


Competitive disadvantage

60%⁷

of profit growth from digital is going to new disruptors and reinvented incumbents, eroding the growth of established traditional companies.

While competitors evolve and adopt new technologies, companies stuck with static systems are falling behind in terms of capabilities and efficiency, and are losing out on the spoils of economic return.



Shift your software mindset

You wouldn't expect an employee to continue to perform at their best without receiving the necessary learning and development over time. Your software, too, needs continuous attention to remain a valuable contributor to your business.


Your software will achieve so much more if you give it regular performance reviews, training and upskilling, as well as a "salary" in the form of ongoing investment, and alignment with changing business goals.

When you treat your software as a star employee, you cultivate an adaptive system that reliably grows and evolves with your business. This approach offers the benefits of flexibility and continuous improvement traditionally associated with Software-as-a-Service (SaaS) models — but with the added advantage of being tailored specifically to your unique business needs.

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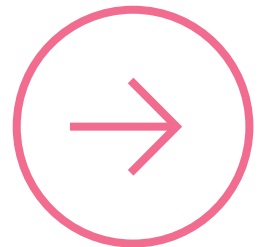
The need for modernisation: a self-assessment checklist

As you consider your current software landscape, reflect on these common challenges:

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- Your software is built on outdated technology that's no longer supported.
 - Your software struggles to integrate with newer systems.
 - You experience frequent performance issues or system crashes.
 - Your employees are frustrated by the software's usability or limitations.
 - Your software maintenance costs are steadily increasing.
 - Your software poses security risks due to lack of updates.
 - Your software is holding back business growth.

If one or more of these challenges sound familiar, you likely have a strong business case for software modernisation.

Introducing Software as an Employee



Introducing Software as an Employee (SaaE)

SaaE advocates for treating your software with the same care and attention you give to your best employees — and getting a similar contribution back in return.



Strong work ethic

Great software is consistently reliable, diligent and committed to delivering the best performance possible.

You can expect it to be autonomous, meet demand and always get the job done well.



Flexible

Great software is agile and open to change.

It's adaptable enough to take on new responsibilities, learn new skills and to embrace innovation without losing sight of its core tasks.



Team player

Great software collaborates well with others.

It supports colleagues rather than working in silos, and can integrate with other systems to achieve common goals.



Proactive problem-solver

Great software identifies problems and finds effective solutions without being asked.

It has the intelligent automation to resolve everyday issues, and responds well to human critical thinking to overcome unexpected or urgent priorities.



Ambitious

Great software isn't stuck in the past or only focused on the here and now.

It is able to create opportunities, embrace new features, and to evolve as digital strategies expand their horizons.

The benefits of SaaS

Adopting the “Software as an Employee” approach offers numerous rewards, including:



Increased agility

Software that evolves with your business allows for quicker adaptation to market changes.



Enhanced productivity

Regularly updated software better serves your team’s needs, boosting efficiency.



Improved ROI

Continuous small investments often yield better returns than costly, infrequent overhauls.



Better user satisfaction

Both employees and customers benefit from up-to-date, user-friendly systems.



Competitive advantage

Adaptive software allows you to quickly implement new features and stay ahead of the curve.



Improved security

Regular updates and modernisation efforts keep your systems protected against the latest threats.



Easier integration

Modern, well-maintained software is better equipped to integrate with new technologies, including AI and machine learning tools.

How to modernise your legacy tech with the SaaE approach

Modernisation is not a one-time project but an ongoing process of evolution and improvement, achieving maximum return on your original software investment.

Adopt the SaaE mindset

- Start viewing your software as a valuable team member, not just a tool.
- Create a likeminded culture with buy-in from across the business.

Align with your business strategy

- Ensure modernisation efforts support long-term business goals.
- Consider future market trends and how your software should adapt.

Conduct a holistic assessment

- Evaluate your software's strengths and weaknesses, and contribution to your business strategy.
- Identify key stakeholders and their needs.

Implement a user-centric approach

- Prioritise user experience in modernisation efforts.
- Regularly gather feedback from all levels of users.





Foster a culture of continuous improvement

- Encourage ongoing dialogue between IT and business units.
- Stay informed about emerging technologies and methodologies.

Embrace incremental transformation

- Adopt a phased approach to modernisation.
- Implement changes iteratively to minimise disruption and maximise learning.

Leverage product management principles

- Assign a dedicated “manager” (product owner) to your software.
- Develop and maintain a product roadmap for your software.
- Regularly review and prioritise features and improvements.

Know when to seek help

- Recognise when you need external expertise.
- Consider partnering with specialists for complex modernisation efforts.

Case study: SaaS in action

The client

Based in the UK, our client is a financial services firm employing more than 200 people, and specialising in renewable real asset investment, from housing to sustainable infrastructure.

Forestry assets is one of their investment opportunities: the land and its timber and water resources, as well as carbon credits and sustainability efforts.

The challenge

The firm was finding MS Access database was no longer up to the task to manage its forestry assets. MS Access offered limited scalability, with performance degrading significantly as the number of records and users increased.

The database's lack of integration with other systems was creating data silos, and its security measures were insufficient compared to the robustness found in newer, more advanced systems.

MS Access also needed manual intervention and skilled human support for backup, performance tuning and troubleshooting, which was inefficient.

The solution

Redox has worked closely with the financial services firm for almost twenty years and, in that time, we have advanced its forestry asset management through three key phases:

- **Phase 1.** Database upgrade, migrating MS Access to SQL Server, with an investment in core skills.
- **Phase 2.** Front-end modernisation, migrating MS Access to .NET Winforms, and upskilling staff in new interface technologies.
- **Phase 3.** A gradual web-based transition and use of cutting-edge technologies.

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The results

The financial services firm now has an intelligent web-based asset management tool, continuously adding value to the business through:

- Enhanced reporting capabilities
- Faster data access
- Improved UI and UX
- Database compatibility
- Efficient, easy updates

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By treating software as a dynamic, evolving entity rather than a static tool, we transformed a simple database into a sophisticated asset management system. This phased approach not only modernised the client's technology but also aligned with their growing business needs, demonstrating how our 'Software as an Employee' philosophy adapts and grows with the organisation it serves. ”

- Nathan Green, Redox Co-founder

We are Redox

Bespoke software for unique challenges.

Your business needs may change.

Our commitment to them won't.

Our team of passionate product managers and software developers are dedicated to designing and building innovative solutions.

We specialise in custom web applications, mobile apps, cloud integration, and more. Whether you need a new website, a powerful mobile app to boost productivity, or help migrating your data to the Cloud, we're here to guide you every step of the way.

Why choose us?

A software partner you can trust

We help you take the right step forwards with supportive consultation and a partnership built on understanding objectives.

A software partner with the right expertise

We apply cutting-edge and carefully considered technologies so your software is confidently ahead of the curve.

References

^{1,6}Nearly a third of UK workers say they are less productive due to slow and outdated technology, ²SnapLogic Uncovers High Costs and Technical Debt Associated with Legacy Tech, ^{3,4}Tech debt: Reclaiming tech equity, ⁵The Best Cities for Productivity in the UK, ⁷The legacy threat

A software partner focused on your future

We stay aligned to your business needs during and after product development to ensure better ROI.

Determine the value of modernising your legacy software

Subscribe to our newsletter and receive a step-by-step guide to evaluating the potential return on your modernisation investment.

[Subscribe here and get the guide](#)

For more information or to discuss your bespoke software needs, visit redox-software.co.uk

