

# END OF SUPPORT

## WHAT DOES IT MEAN FOR YOUR BUSINESS?

End of Support (EoS) means that a manufacturer no longer provides standard support services for software or hardware, including identifying and resolving technical problems, hardware and software upgrades, or supporting new and known defects (PTFs, service packs and updates).

The bottom line is that using End-of-Life (EoL) technologies puts your IT infrastructure in jeopardy in terms of compatibility, performance, compliance and cybersecurity.

## END OF SUPPORT FOR OFFICE 2013

In April 2023, Office 2013 is reaching its End of Support from Microsoft. This means you won't get any more technical assistance, bug fixes or security updates from Microsoft for any potential Office 2013 vulnerabilities.

The catch is even while all your Office 2013 apps will continue to work, you run the risk of being seriously and maybe irreparably exposed to security vulnerabilities such as malware, phishing, ransomware and data theft.



## WHAT CAN YOU DO TO PREVENT THIS?

Migrate to Microsoft 365, a cloud-based service, to increase employee productivity and collaboration without the risk of using unsupported software. In this subscription-based model, Microsoft automatically patches vulnerabilities that hackers might take advantage of. More significantly, your workflow is unaffected by these updates because they take place in the background and your systems remain protected from today's sophisticated threats.

## 3 MYTHS ABOUT USING EoL/EoS SOFTWARE

### MYTH 1

*If it's not broken, don't fix (or replace) it.*

**Truth:** Just because you can still utilize EoL or EoS software doesn't mean you're not violating compliance standards. Cybercriminals regularly target and exploit unsupported software and hardware. If you're using outdated technology, you're leaving your business defenseless. Upgrade to safeguard your organization's cybersecurity posture.

### MYTH 2

*End of Life means the product will no longer exist.*

**Truth:** The product will still be around, but it won't get security patches, feature updates and tech support anymore, making it harder for your IT team to keep your network and devices secure from cyberattacks.

### MYTH 3

*End of Support means I can still use the product until it breaks.*

**Truth:** Just because you can do something doesn't mean that you should. If you are using EoS software, you have no way to look for, communicate with, develop and release patches should a new security vulnerability emerge for that product.

## 5 PRACTICAL STEPS TO PREVENT NEGATIVE IMPACTS OF EoL SOFTWARE ON YOUR BUSINESS

### 1 PUT SECURITY FIRST

In the era of hacking, firewall and antivirus are not enough to protect against unpatched vulnerabilities. You should upgrade your EoL technologies as soon as possible. Ensure you have the right tools and security processes required to defend your data from hackers. You should also develop a strategy to minimize any security threats that might arise.

### 2

### MEASURE PRODUCTIVITY NEXT

Monitor hardware/software performance to see whether any problems have worsened and ensure users are informed of its status. Prepare a backup plan in case your hardware or software fails entirely to prevent significant disruptions.

### 3

### EVALUATE LONG-TERM NEEDS

Make an informed decision on whether to upgrade an EoL system by understanding your business goals, determining which systems are critical to achieving them and assessing the risks associated with your current system and the upgrade.

### 4

### CONSIDER WORKING WITH AN IT SERVICE PROVIDER FOR MIGRATION

Partner with a trusted IT service provider, like us, who can help you through the migration process. You won't have to worry about operating system updates or cloud infrastructure maintenance.

### 5

### TEST COMPATIBILITY AHEAD OF MIGRATION

You should set up a test environment and run some tests to ensure all your data and applications can be moved to the new system without any issues.

## SIMPLIFY YOUR TECH REFRESH WITH AN IT SERVICE PROVIDER

Considering how much infrastructure most businesses need, it can be very difficult to keep up with evolving technology. A partnership with an IT service provider is the easiest way to maintain and upgrade your hardware and software on a regular basis. With a strategic advisor, like us, keeping your technology up to date will be hassle-free.

**We can help manage technology upgrades!**