

UNDERSTANDING THE TRUE COSTS OF OLDER TECHNOLOGY

EXECUTIVE SUMMARY

As organizations increasingly rely on technology for efficiency and productivity, staying up to date with the latest software capabilities is crucial. With each new Android release, businesses gain access to advanced functionalities, including AI-enabled software, improved data processing, enhanced security measures, and other innovative solutions that drive operational excellence. However, many organizations continue to rely on older Android versions, limiting their ability to leverage these advancements. Businesses that intend to grow and remain competitive must ensure their mobile solutions evolve to meet the demands of their workforce and customers. Legacy devices frequently cause inefficiencies, security vulnerabilities, and reduced performance.

What are the real risks of relying on older Android versions, and how do businesses benefit from upgrading their hardware to support the latest software innovations? By proactively identifying older technology and upgrading, organizations can maintain a competitive edge, enhance security, and maximize productivity in an increasingly digital world.

THE CASE FOR UPGRADING HARDWARE

Investing in new hardware is not merely a question of improving performance; it directly impacts operational efficiency, security concerns, and the overall satisfaction of stakeholders. Organizations must weigh the true cost of maintaining older devices against the long-term benefits of adopting advanced hardware.

1. FACTORS SIGNALLING THE NEED FOR AN UPGRADE

Recognizing the visible signs of hardware obsolescence is fundamental to maintaining operational efficiency. Here are critical indicators that it's time to invest in new technology:

Decreasing Performance Levels

Older devices deployed across workflows rarely maintain the speed and efficiency of modern mobile computers. Today's applications are demanding of processors, and speed is key in remaining competitive. Devices that struggle with lag or freezing during basic tasks waste valuable employee time, leading to decreased productivity. The result? Unfulfilled orders and lost revenue opportunities. When assessing efficiency, examine the cumulative time employees spend waiting for response times.

Incompatibility with Modern Applications

As newer applications emerge, they often demand enhanced processing capabilities and memory. To meet these evolving requirements, regular upgrades and updates are essential. These actions not only improve compatibility with newer hardware, but also enhance the software experience, resulting in a more seamless and stable user experience across different hardware platforms. When organizations are unable to upgrade their older devices, they risk falling behind, missing out on critical tools that are essential for achieving operational efficiency and leveraging advanced analytics.

Rising Instances of Downtime

Older devices are more susceptible to failures and damage. Repairing obsolete equipment is often time-consuming and costly, exceeding the expense of acquiring new devices. Often, newer devices are backed by a robust service that can help you quickly repair, configure, and deploy devices, reducing downtime caused by maintaining aging technology. This risk of downtime translates directly to lost productivity and a diminished workforce. New devices backed by a robust service offering for the lifecycle of the device allows you and your workers to remain on the competitive edge.

Unsupported Devices

After end-of-life, manufacturers typically provide software updates and security patches less frequently, eventually ending them altogether. This leaves critical security vulnerabilities unaddressed, opening the door for potential attacks and data breaches. According to a 2024 CrowdStrike report, interactive intrusions impacting the technology sector increased 60%, making technology the most frequently targeted industry for the seventh consecutive [year](#).¹ Businesses using unsupported devices risk severe repercussions, including financial penalties and loss of customer trust. Newer hardware comes with more frequent and timely security patches that address these vulnerabilities and malicious software, keeping the device and data safe.

Battery Life Concerns

As batteries age, their maximum capacity declines, reducing runtime

between charges, thereby decreasing workforce productivity and forcing operators to invest in spare batteries. Devices that require frequent recharging obstruct operational workflows, causing frustration among employees and contributing to lost productivity. Newer Android devices can also improve battery life by optimizing power consumption, consolidating numbers of API calls, reduce operational downtime, and addressing battery-related issues.

2. RISKS OF OLDER TECHNOLOGY

The consequences of relying on legacy hardware go beyond merely efficiency-related issues. They may include:

Employee Performance and Well-being

Older, bulkier devices often compromise ergonomics and contribute to increased physical strain among employees. In contrast, modern, ergonomic designs enhance both comfort and performance, which not only promotes a healthier work environment, but also leads to better job satisfaction and lower employee turnover.

Moreover, staff frustration arising from unresponsive or older technology can significantly impact morale. Employees are more inclined to remain with organizations that equip them with modern tools for effective job performance. A PricewaterhouseCoopers report reveals a notable disconnect: while 92% of C-suite executives express satisfaction with the technology available to them, only 68% of [staff feel the same way](#).² This disparity shows that stagnant

technology can contribute to higher turnover rates and create challenges in attracting talent. Therefore, investing in modern technology is essential for cultivating employee engagement and empowering top-level performance.

Unrealized Potential for Innovation

Older devices prevent organizations from fully utilizing technological advancements. Innovations such as artificial intelligence, machine vision, and endpoint analytics systems improve productivity and operational insight. Newer hardware architectures maximize the potential of these solutions using dedicated AI processors, embedded sensors, and higher-bandwidth network connectivity. Users adopting these solutions can gain market advantages, while laggards lose their operational edge.

3. THE ROLE OF A PARTNERSHIP IN UPGRADING

Selecting the right technology partner is crucial for successful hardware upgrades. The ideal technology partner should offer expertise in:

- **Continuous Support:** Ongoing support is essential for ensuring long-term value from new devices. This support encompasses troubleshooting, training, and optimization services.
- **Effortless Integration:** Your partner should offer integration services that ensure new devices connect seamlessly with existing systems, such as Warehouse Management Systems (WMS) and Enterprise Resource Planning (ERP).
- **Custom Development:** The right partner will also provide in-house capabilities to develop tailor-made applications that meet your unique operational needs.
- **Full Lifecycle Implementations:** Choose a partner with a proven methodology for end-to-end implementation, spanning planning, deployment, and continuous management.

ADAPTING FOR TOMORROW – THE TIME FOR CHANGE IS HERE

Should your organization recognize these symptoms related to your mobile devices, it's crucial to assess your current setup.

To help determine the need for an upgrade – consider engaging with your technology partner to conduct a comprehensive evaluation of your workflows and addressing pain points. By exploring demonstrations of the latest mobile computers, barcode scanners and printers you can understand firsthand the benefits of newer hardware and how it can transform your operational efficiency.

Investing in new technology may represent a significant decision, but ultimately drives efficiency, enhances security, and boosts competitive advantage in today's market. Honeywell provides one of the most extensive device lifecycle supports in the industry. By partnering with Honeywell, businesses can customize solutions to precisely meet their specific needs. This collaboration ensures that organizations are well-equipped to adapt to evolving demands while maximizing their operational effectiveness.

For more information

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1. CrowdStrike 2024 Threat Hunting Report
2. PWC Tech-at-Work Report