

10 Reasons To Keep Your Sugar Software Up To Date

W-Systems maintains 100's of Sugar systems for our clients and are experts at upgrading Sugar instances. We use Sugar every day ourselves to run our business.

1

Take Advantage of New and Improved Functionality

The SugarCRM development team continuously adds valuable new features and functionality to their products. For Sugar Cloud customers, releases are published quarterly and for On-Premise customers, releases are published annually.

To review what is new since your version of Sugar, visit <https://www.w-systems.com/products/releases/> for detailed release notes for Sugar and all other products we work with.

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Did you know that...

Sugar 9 delivered more than 100 additional out of the box reports?

2

Run a Secure IT Organization

Security is not only for big companies anymore. Modern privacy laws apply to almost every organization. You have a responsibility to actively protect your systems for the sake of your customers and yourself. If you have a problem and you have neglected to upgrade your software, you are not in the best position.

All modern software share certain components and use common tools such as browsers and encryption methods. Every day cybercriminals become aware of new flaws in these components and look to exploit them. Software vendors such as SugarCRM follow these developments carefully and patch their products to update support for common components. If your data is stolen or locked up in an encryption attack it could bring your organization to its knees.

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Did you know that...

Sugar 9 is GDPR compliant for data privacy support?

3

Benefit from Performance Improvements

SugarCRM is built on a number of common components such as the Linux operating system, PHP scripting language, the MySQL database, the Elasticsearch full-text indexing engine, and the Apache webserver. Sugar also uses common JavaScript libraries such as JQuery, Underscore, Handlebars, and Sucrose. We typically see significant performance improvements when these are updated.

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Did you know that...

Sugar 9 delivered a 70% performance improvement over previous versions?

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Qualify for Sugar Support

SugarCRM provides support for their licensed customers on supported versions of Sugar. When your versions of Sugar falls outside the supported versions, SugarCRM will no longer provide support or provide any security hotfixes. W-Systems will not be able to request support on your behalf.

You can find information about SugarCRM's version support here: https://support.sugarcrm.com/Resources/Supported_Versions/

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Did you know that...

Sugar 8 support ends April 2020 and Sugar 9 is only supported until April 2021?

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Stay Compatible with latest Mobile Sugar app

SugarCRM provides a state-of-the-art mobile app for Apple and Android devices. Updates to these apps are published continuously on Apple's App Store and Google's Play Store. Your device will automatically update to the latest version. In order to continue benefiting from these apps, you must be on a supported version of Sugar.

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Did you know that...

Sugar supports click to dial, voice transcription, and the camera on your phone?

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Stay compatible with Related Technology

Just as SugarCRM updates frequently, so does related platforms such as web browsers and APIs. Modern technology changes very fast and your organization must adapt to a faster pace of change. To benefit from using these related technologies and staying competitive in today's marketplace you should plan on keeping your SugarCRM instance updated.

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Did you know that...

Google Chrome updates every six weeks?

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Be a Good Housekeeper

An upgrade is a good time to review configurations and customizations for continued use. If you do not know why something is in the instance, perhaps you should consider eliminating it in the upgrade. The upgrade is a good time to have the project team and your vendor do a health check to ensure that everything is in good order before and after the upgrade.

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Did you know that...

Sugar Sell offers a Sandbox instance for you to test your upgrade?

8

Squash Bugs

All software has bugs and so does Sugar. Every release squashes dozens of reported bugs and while not every bug impacts you, it is still good to remove them from your instance.

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Did you know that...

Sugar 9 fixed more than 100 bugs?

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Customize for the Latest Developer Guidelines

SugarCRM publishes developer guidelines with each published version. As SugarCRM introduces some capabilities and retires others, the development guidelines also change. By staying up to date on versions you also ensure that any customization development efforts you make follow the latest guidelines. This will minimize redevelopment later.

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Did you know that...

W-Systems has written more than 2,000 customizations for Sugar?

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Avoid Technical Debt

Like with any other software, If you do not regularly upgrade your Sugar instance, it is easy to fall several versions behind. It then becomes a much bigger effort to upgrade the system later on. It becomes costly in time and money and could easily be avoided by planning for more frequent periodic updates. Current SAAS applications update much more frequently than legacy applications and you can quickly be left way behind. If you are paying an annual subscription fee and you are going to have to upgrade eventually, then you might as well do it more frequently and benefit from the new and improved functionality of the upgrade longer.

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Did you know that...

The saying "If it ain't broke, don't fix it" does not apply to the maintenance of modern software?