

Secure Your Future with HCL Informix

Don't Let an Off Support Database
Put Your Company in Harm's Way



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When the term of a database support contract expires, companies may choose not to renew the contract for a variety of reasons. Most notably, a business may terminate a support contract to reduce operating expenses. Others may believe that the value of support doesn't justify the cost. Or perhaps the vendor has provided a poor customer experience by failing to provide adequate and timely support. Some businesses discontinue support, believing they will replace a product with an alternative and, for various reasons, change their minds about switching and never get around to going back on support.

Whatever your reason for being out of support, it's risky to not keep your databases up-to-date and supported. This eBook explains some of the leading concerns with being off support and goes on to describe how Actian provides an easy way to upgrade to the latest release of **HCL Informix®** to get current features, exceptional customer support, and an easy path forward to the cloud when you're ready.



Migrate and Modernize

Actian can help out of support companies:

- Migrate to HCL Informix with minimal risk, time, and resources
- Retain application compatibility with Informix
- Solve challenges today and tomorrow — migrate to HCL Informix and move to a robust cloud-native option, at no additional cost, when you're ready to start the modernization journey

Why Being Off Support is So Perilous

Running an out-of-support database can cause significant harm to your business—including leaving your business vulnerable to breaches, increasing costs, and creating barriers to driving efficiencies. That's why you need to carefully weigh security, compliance, reliability, availability, productivity, compatibility, and cost concerns of this approach. Below is an overview of why off-support issues happen and their adverse impact.

Risk #1: Your Database is Not Secure

Unpatched vulnerabilities are the cause of one in three data breaches globally, according to Microsoft, so ensuring your software is up-to-date is critical. If your database is not supported, you will not receive the latest security patches, updates, alerts, and fixes for newly discovered security issues, leaving you more vulnerable to attacks and malware that can cause:

- Theft of intellectual property
- Loss of confidential business and customer data
- Reputational damage
- Lost business due to downtime
- Legal fees and associated damage claims
- Ransomware payments
- Significant remediation time and effort

All this damage can be expensive. The **Ponemon Institute's** "Cost of a Data Breach Report" estimates the global average cost of a data breach reached a record high of USD 4.45 million in 2023 – a 15% increase over three years.

Without support, you'll miss out on fixes for database bugs and glitches. This can lead to more effort from internal IT resources to work around issues and can lead to system crashes that disrupt your operations. While third-party support can help resolve issues, it can come with substantial long-term costs, potential reliability issues, and considerations related to the level of database expertise, security, control, and compliance.



Without support, you are missing out on new features, fixes for bugs and glitches, and around-the-clock vendor support.

Risk #2: Non-Compliance May Cost You

Using unsupported software can lead to severe consequences for non-compliance, particularly in heavily regulated industries such as healthcare and finance that mandate using up-to-date and supported software. Legal issues and financial penalties can be substantial. Consider that the Health Insurance Portability and Accountability Act (HIPAA) requires Covered Entities and Business Associates to "run versions of operating system and application software for which security patches are made available and installed in a timely manner." Depending on the level of culpability, the fine can be up to \$50,000 per violation.

Compliance impacts businesses even if they are in less regulated industries. For example, Payment Card Industry Data Security Standard (PCI DSS) 6.2 that applies to any handler of credit and payment card data and transactions has the requirement to "ensure that all system components and software are protected from known vulnerabilities by installing the applicable security patches provided by the manufacturer. Install critical security patches within a month."



Unpatched vulnerabilities are the cause of one in three data breaches and can lead to expensive non-compliance penalties.

Risk #3: You're Stuck in the Past

When you're using unsupported software, you won't receive updates for new performance, availability, security, and usability features, which means you miss out on the latest improvements and innovations. You may have a weak security posture because you don't have access to new enhancements that provide higher protection, such as more secure encryption keys and encryption protocols, and the latest improvements in user authentication, access controls, security auditing, and more.

When you encounter issues or need technical assistance with unsupported software, you may be on your own without any guidance, help, and insights from your database vendor. This can result in longer downtime and higher internal support effort or expensive third-party support. Some third-party support providers may not be available around the clock or may not offer the same level of responsiveness as official database vendor support. This can be a problem when dealing with critical issues that require immediate attention.



Unsupported software can cause severe consequences for non-compliance, especially in heavily regulated industries.

Risk #4: You're Unproductive, Inefficient, and Not Prepared for the Future

You may not be able to keep up with evolving needs and demands when you're running outdated software, particularly for fast moving digital transformation requirements where old releases can slow you down and lead to decreased productivity and efficiency. Plus, your team will have no or limited access to community assets such as training materials, discussion forums, knowledge bases and articles, certification content, community portals, etc., that get the team up to speed faster and make them more successful. In addition, when you're out of support you don't get to influence the vendor's product roadmap with features and functionality your business would benefit from using.



Outdated software can bring more costs in the long-term, slow down innovation such as digital transformation, and prevent the use of modern technologies and deployment models such as hybrid cloud.

As technology evolves, unsupported software may become incompatible with newer hardware, operating systems, software applications, modern APIs, newer development languages, cloud technologies, platforms, and deployment models such as hybrid cloud. These shortcomings can lead to integration issues, prevent you from supporting new use cases, and hinder your ability to work with other systems effectively. For instance, you may only have a lift and shift cloud migration option where you simply rehost your database in the cloud instead of taking advantage of a cloud-native option that offers on-demand scalability, portability, and agile development.

Compatibility can also affect your third-party and service provider relationships. As newer software and technologies become more prevalent, vendors may stop offering support or integrations for outdated databases and turn their attention to more attractive opportunities.

Plus, an unsupported database can end up costing you more money. Although one of the reasons you may have terminated support was to save money, you may actually wind up spending more in the long run. This is because you may need additional measures to fill security gaps, develop fixes, and create workarounds to compensate for the lack of support. Further, you may experience an expensive data breach or non-compliance fine that drives up costs.

Help is Waiting! A Modern Approach to Shield Your Company with HCL Informix

To keep your company out of harm's way, it's critical that your database is up-to-date and supported. **HCL Informix** from Actian provides out-of-support customers with an easy, low-cost, and flexible way to upgrade to the latest release and to get back on support. Actian is committed to the ongoing success of HCL Informix and securing its long-term future.

Out-of-support customers can migrate to HCL Informix 14.10 in just a few steps to benefit from the latest enhancements in performance, security, availability, and usability. The ability to stay current with the latest updates, patches, and fixes helps reduce security and non-compliance risks and improves compatibility and database functionality.



Don't let an out-of-support database put your company in harm's way. HCL Informix from Actian provides an easy, low-cost, and flexible way to upgrade to the latest release and to get back on support.

Maintenance and support— with greater than 95% customer satisfaction — is available from Actian's team of data experts. We have more than 50 years of database experience and are committed to our customers' ongoing success — wherever they're at on their data journey. As the owner of engineering, development, and support for HCL Informix, Actian is actively investing in HCL Informix and welcomes customer input into our product roadmap.

When you are ready to start your cloud journey, we include a cloud-native option called **OneDB** at no additional cost. You can deploy OneDB on one or many clouds via Helm charts in Docker containers with Kubernetes orchestration in just minutes (GKS, AKS, EKS, and OpenShift). OneDB decreases time to value, reduces operational costs, and saves valuable developer time.

With HCL Informix, you can deploy your way, on-premises, hybrid cloud, and public cloud, and run on your choice of Linux 86-64, Linux on Power Little Endian, Windows, AIX, and Solaris Sparc.

HCL Informix provides the very same features as IBM® Informix® with per core licensing. And when you upgrade to OneDB, which is cloud provider agnostic, there's no expensive vendor lock-in — we include a cloud-native option at no additional cost. This cloud-native option decreases time to value, reduces operational costs, and saves valuable developer time.

About Actian

Actian makes data easy. We deliver cloud, hybrid cloud, and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: www.actian.com.

