



Asset**WORKS**

# QUICK GUIDE

Best Practices for Upgrading:  
The **Why**, the **What** and the **How**

Deciding whether or not upgrading is right for your organization can be complicated, but this guide will help make it easier on you, your staff and your organization.

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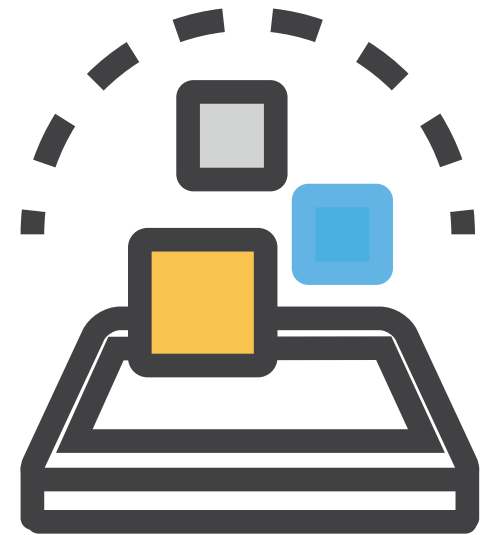
**What are your reasons for upgrading? Here are some common ones:**

- You're approaching the end of support for your current version
- You have a desire or need for additional functionality
- There are compatibility requirements based on changes to servers, database, peripheral software, or operating systems that an upgrade can fix.
- An upgrade can provide bug fixes or necessary patches
- You want to be on the cutting edge



why

If you decide that upgrading is the correct course of action for your organization, the next calculation is going to be on what version to upgrade to. This decision should involve some research in order to find the best match suited for the organization.



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**Before making your decision, here are some factors to consider:**

- What functionality do you need or want?
- What bug fixes or patches are most critical?
- What version is supported and how long will be supported?
- What are the versions' compatibilities?

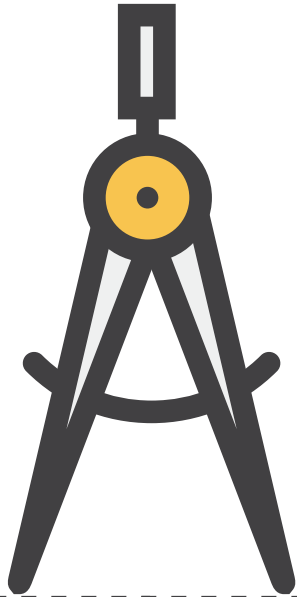
what

Once you decide that upgrading is right for your organization and you select which version to upgrade to, the next step is: **Testing**. Testing helps you identify and correct the issues that might be problematic for your customers and staff.



- Upgrade in a test environment first
- Test the version for your organization's software requirements, and also additional functionality that you may be interested in.
- Test some more!
- When testing, keep in mind that the testers may not be using the same environment (browser, OS, etc.) as other users, so additional environments should be part of each test case.
- Users tend to have unique methods for performing functions in the system, so larger test groups are optimal.
- Once upgraded in a production environment, be aware of the possibility of unexpected issues. Things may go untested, or slight variations in the test environment and production environment could cause issues.

## AssetWorks Can Help Keep You Up to Date



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Understanding the why, what and how of upgrading your fleet's software will make your next upgrade as easy and painless as possible.

When it comes up upgrading your fleet's software, knowledge is key. Before any upgrade, make sure to understand your fleet's needs, fully research the upgrade and ensure compatibility through test environments.

To learn more about how AssetWorks can help keep your enterprise asset management software, up to date, please visit [www.assetworks.com/eam](http://www.assetworks.com/eam)

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