

Sysdyne Blog - July 2021

## 'If It Ain't Broke Don't Fix It?' You Might Want To Think Again

The phrase is widely attributed to Thomas Bertram Lance, an American businessman who served as director of the Office of Management and Budget under President Jimmy Carter in 1977. Most people know him as the man who resigned from the Carter administration over a scandal during his first year in office. He was later cleared of all charges.

In my opinion, despite its origin, the quote deserves further examination...



**'If it ain't broke don't fix it?'**

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## **It is very common for us to be penny wise but pound foolish**

My GE oven has passed its life expectancy for a while. One time the electric display disappeared for a while and then came back on its own. I called GE support and was told that's a problem related to the control board and... unfortunately, the control board had been discontinued so there was nothing they could do about it. It was recommended I replace the oven, but it was working fine, so I followed the motto "If it ain't broke don't fix it", and continued to use the oven.

I had some friends over at my house for a summer pool party. The food was well prepared in advance and looked ready to go. 10 minutes after it went in the oven, what happened? You guessed it! This time after the oven's display went out, the oven stopped working entirely. Here I am, with guests outside waiting for the food and my oven quits on me!

"If it ain't broke don't fix it" is the same bad idea when it comes to the dispatch software, which is at the core of any ready mix concrete business. It should alarm you when a product no longer has any development road map or dedicated developers; That's a signal that the software provider is ready to pull the plug on the software.

In that event, it's likely that the support would become insufficient or there may be no support at all and you would be left in the dark. It's wise to take a proactive approach and replace that dispatch software now, rather than kicking the can down the road. It'd be too late when that dispatch server crashes on you. The cost of the disruption to your business will definitely be greater than the cost to replace that dispatch system. You will also lose significant customer satisfaction.

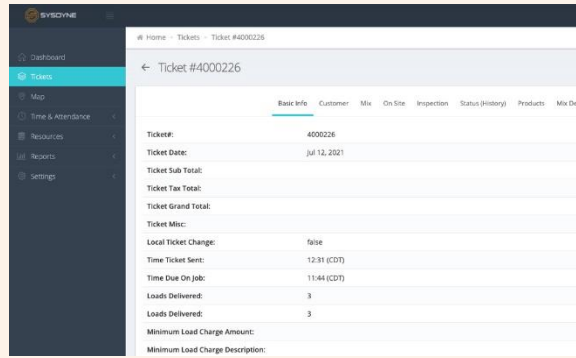
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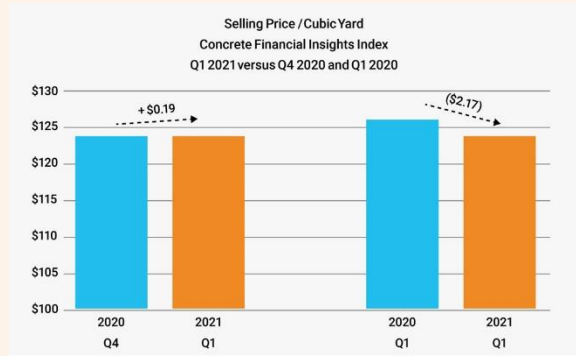
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Sysdyne Technologies is the leading Cloud software provider for the ready mixed concrete industry. Our goal is to assist concrete producers in leveraging the latest cloud technology to improve production efficiency and their bottom line. Sysdyne's fully integrated product suite includes Cloud Batch, Cloud Dispatch, and Cloud GPS/Truck Tracking.

To find out more, contact your local Sysdyne representative by emailing [sales@sysdynetechnologies.com](mailto:sales@sysdynetechnologies.com), visiting our website and using the , or by calling 203-327-3649.

Thank you,  
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