



Episode 8

Your Old Hardware Is Costing You

How much productivity are you really costing yourself?

WELCOME to Clear Skies

Your Host:



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Tell Us More

How old is the oldest computer your team still uses every day?

-  Under 2 years
-  2 to 4 years
-  4 to 6 years
-  More than 6 years
-  No idea

If an employee's machine fails, I have a spare machine on hand for them to continue working on.

-  True
-  False



Where the Minutes Quietly Go Missing



Slow Startups & Restarts

The coffee-break reboot every morning and after every update



Apps That Drag

Apps continue to demand more RAM and Compute
AI now uses NPU, which wasn't there 3 years ago.



Full Disks

Having to stop work and clean up disk space to install programs or download content takes time



Updates That Take Forever

Stuck at 27% while your to-do list keeps growing



Everyday Workarounds

Working around quirks particular to your computer instead of using it

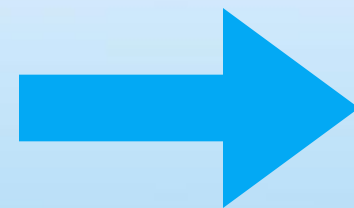


Productivity starts to be dramatically affected at Year 3

2-3 YEARS OLD

\$5,208

potential lost time a year



3-4 YEARS OLD

\$7,794

potential lost time a year

The big jump comes after year two and it gets worse from there.





Cost by PC Age (per employee, per year)

PC Age	Productivity Lost	Hours Lost / Yr	Work Weeks Lost	Lost Time Cost	With Repairs
Under 1 yr	3.8%	53	1.3	\$1,518	\$1,573
1-2 yr	5.8%	82	2.0	\$2,352	\$2,506
2-3 yr	12.9%	181	4.5	\$5,208	\$5,450
3-4 yr	19.3%	270	6.8	\$7,794	\$8,139
4-5 yr	30.1%	422	10.6	\$12,180	\$12,660
5+ yr	43.7%	613	15.3	\$17,670	\$18,332



Source: J.Gold Associates, 2018. Hours based on 2,080 work hours a year with rough burdened estimates for a \$60k salary.



Age Is Not the Whole Story

**HP'S OWN FLEET OF 50,000+ PCS
(JAN 2025)**

HP used to replace every PC
at 40 months, but age alone
doesn't predict which
machines impact productivity.

**RAM, CPU, and Disk Space
contribute to the experience.**

69%

of the worst performers had 8 GB of
memory or less

90%

were running out of memory or
processor capacity

33%

productivity boost from replacing 39
of the worst machines

Check memory and storage capacity, not just purchase date



How long it takes for a New PC to pay for Itself

LAPTOP

14

months

(WIPRO)

DESKTOP

19

months

(WIPRO)

WINDOWS 11

6

months

(FORRESTER)



Replacing every 3 years gave the lowest total cost
(WIPRO)



Keep a Backup Computer on Hand

One employee down for 2 days can cost you

\$500 - \$3,000

5 days

typical wait for a
working machine after
a failure

15 days

when a new one has to
be ordered and shipped

< 1 day

with a pre-built spare
ready on the shelf



*Source: Cloud 9 Ticket Data, 125 computer replacements (Mar 2025 – Sep 2026)
Costs range from a "Direct Cost" for junior staff to a "Full Economic Impact" of higher level
affected staff, using a "Gartner / Devonforce" 3x productivity multiplier*



What a Year of Tickets Tells Us

49%

of machine swaps
happened after a
failure

19%

of clients keep a
spare machine on
hand

41%

saw fewer tickets
after moving to
Windows 11

Source: Cloud 9 Ticket data (Sep 2025 – Sep 2026)



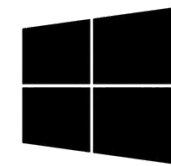
Protect your bottom line



Know Your Fleet

Check memory (RAM), disk space, and CPU in addition to the age of the machine.

A regularly updated inventory makes this easier.



Get Off Windows 10!

Support ended Oct 14, 2025. Extended updates jump from \$61 to \$122 per PC this October. But it's also an indication of old hardware! ~25% of PCs are still on 10!



Buy Smart + Spare

2026 spec: 16GB-32GB RAM, 500GB+ SSD, Strong CPU, Windows 11 (Pro). Replace every 3 years and keep a spare handy for your productivity.



What's On Your Mind?

Let's open it up:

Questions, insights, success stories?

Yes, even a story about the machine you've been threatening to throw out the window.



Thank You for Joining Us

Questions? Follow up at communications@c9cg.com



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Where These Numbers Come From? J.Gold, August 2018.

3,297

small and mid-size
businesses

16

countries

\$60,000

salary behind the
dollar figures

2,080

work hours a year

Lost time in dollars = a \$60,000 salary × the share of work time lost





For one employee on a \$60K salary:

UNDER 1 YEAR OLD

\$0 – \$1,500

potential lost time value

5+ YEAR OLD COMPUTER

\$17,700

potential lost time value per year

