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The hidden cost of one-size-fits-all software.

Generic software is cheap to buy and expensive to live with. The bill just arrives later, spread across a hundred small workarounds.

The sticker price of an off-the-shelf platform is almost always lower than a custom system. What doesn't show up on that invoice is the cost of every workaround a team builds to make the tool fit: the parallel spreadsheet, the manual double-entry, the step someone does "outside the system" because the system doesn't support how they actually work.

Those workarounds are invisible in a sales demo and very visible eighteen months in, when the team is running the business half inside the tool and half around it.

A system built around the actual workflow costs more upfront and less over time, not because custom software is inherently better, but because it doesn't generate a second, informal system alongside it.

The real cost of generic software is the shadow system your team builds to work around it.