So... again, refactoring, you're getting improvement. But you're not getting new features. Okay, recap here: key points. Custom systems versus the custom systems -- when you have custom systems, they say they exceed the development cost because you're maintaining them so much.

Legacy systems are bad. They get older, they're a lot to maintain, eventually they'll break and you'll be in a world of hurt. You have to get a strategic plan to remove a legacy system.