Sample Legacy Health Check report: a customized WooCommerce store

This is an illustrative sample. Juniper & Pine Outfitters is not a real company, and nothing here comes from a client engagement. Any resemblance to a real business is coincidental. The findings show the kind of thing a Health Check turns up and how we report it. The prices are examples; yours depend on what we find.

LEGACY HEALTH CHECK

Juniper & Pine Outfitters

WordPress and WooCommerce site · Prepared by Skyhawk Labs

An outdoor-gear retailer with two shops and an online store that brings in about a third of its revenue. The store was built in 2019 by an agency that has since closed.

SITE
WooCommerce store, built 2019

WORDPRESS
5.8

PHP
7.4

PLUGINS
43 installed, 31 active

THEME
Commercial theme, edited directly

DATABASE
MySQL 5.7, 1.1 GB

HOSTING
Shared hosting plan

Where you stand

The store takes orders reliably today, and nothing we found suggests it has been compromised. The reason it has fallen so far behind is specific and fixable: the agency customized the theme and WooCommerce by editing their files directly, so every update threatened to erase that work, and updates stopped.

Five things should be dealt with now. The store runs a version of WordPress from 2021 with four plugins that have published security holes, on a PHP version that stopped

receiving fixes in November 2022. The backups have not run for five months. And three people who no longer work with you can still log in as administrators.

All five can be fixed in one Stabilization Sprint with no downtime for shoppers. The work starts by moving your customizations somewhere updates cannot touch, which is what makes the site maintainable again.

5	5	5
URGENT	TO PLAN FOR	CAN WAIT

What's urgent

These carry real risk today or have a deadline attached. Each can be fixed while the store keeps running.

U1 Customizations were made by editing theme and plugin files — $2,400

What it means. Any update to the theme or to WooCommerce would erase your custom checkout, shipping rules and product pages. This is why the site has not been updated, and it blocks every other fix in this report.

What we found. There is no child theme. We compared your theme and WooCommerce with the original releases and found 61 edited files. The edits fall into four groups: a custom checkout step, in-store pickup rules, a wholesale price tier and product-page layout changes.

The fix. Move the four groups of changes into a child theme and a small custom plugin, using the hooks WordPress and WooCommerce provide for this. Restore the theme and WooCommerce to their original files, and confirm on a staging copy that the store behaves the same.

U2 WordPress and 31 plugins are out of date, four with published security holes — $1,800

What it means. The weaknesses in these versions are public knowledge. Automated tools scan the web for sites running them.

What we found. WordPress is on 5.8, released in 2021. Of 43 plugins, 31 have updates waiting. Four of the active ones have published vulnerabilities in the installed version, including the form plugin on your contact page. Two more plugins have been withdrawn from the WordPress directory and will never be updated.

The fix. Update in stages on a staging copy, testing checkout after each stage, then repeat on the live store. Replace the two withdrawn plugins with maintained equivalents and remove the 12 that are installed but unused.

U3 PHP stopped receiving security fixes in November 2022 — $1,500

What it means. Security holes found in PHP 7.4 since then have not been patched and will not be.

What we found. The hosting plan runs PHP 7.4. Your host offers current versions, but switching today would break the store: the edited theme files and three plugins use features that newer PHP removed.

The fix. After the customizations are moved and plugins updated, fix the remaining incompatibilities, switch the staging copy to a supported PHP version, test it, then switch the live store.

U4 Backups have not run for five months — $700

What it means. If the store were hacked or the host had a failure, the newest copy of your orders, customers and products is from June.

What we found. A backup plugin is installed, but its last successful run was five months ago; it has been failing because the storage quota on the hosting plan is full. The copies it did make are kept on the same hosting account as the store. Nobody has tested restoring one.

The fix. Set up daily backups to storage outside the hosting account, with an alert on failure, and keep 30 days of history. Run a full restore to a test site to prove it works.

U5 Nine administrator accounts, three of them for people who have left — $500

What it means. Anyone holding one of those logins can change prices, read customer details or install software on the store.

What we found. There are nine accounts with full administrator rights. Three belong to former agency staff and one is the default "admin" username. None use two-step login. The former agency also still holds the login for the hosting control panel.

The fix. Remove or downgrade the accounts that are not needed, give remaining staff the lowest role that lets them do their job, turn on two-step login for administrators, and change the hosting password.

What to plan for

None of these will hurt you this month. Each should be scheduled within the year.

P1 The custom order-export plugin has two security weaknesses — $1,200

What it means. The export tool your bookkeeper uses could be misused by any logged-in user to read order data.

What we found. The former agency wrote a small plugin that exports orders to a spreadsheet. It builds its database query from the date range typed into the form, and it does not check that the person asking is allowed to export.

The fix. Rewrite the query safely, add the permission check and the standard WordPress protection against forged requests.

P2 Checkout takes almost seven seconds to load — $1,400

What it means. Slow checkout pages lose sales, and yours is slowest when the store is busiest.

What we found. We measured 6.8 seconds for the checkout page. Three causes account for most of it: the site loads 4 MB of settings on every page, much of it left by plugins that were removed; there is no object cache; and orders are stored in the older WooCommerce format, which slows down as order history grows.

The fix. Clean up the leftover settings, turn on the object cache your host provides, and migrate orders to WooCommerce’s current storage format.

P3 Accounts and licences are in the former agency's name — $600

What it means. Three paid plugins have already stopped receiving updates, and you cannot renew them or change payment settings yourself.

What we found. The domain, the hosting account and the licences for five premium plugins are registered to the agency. Three of those licences expired last year. The payment gateway's live keys were created under an agency login.

The fix. Transfer the domain and hosting, buy the licences you still need in your own name, issue new payment keys from your own account, and record who holds what.

P4 There is no staging site — $800

What it means. Every change is tried for the first time on the live store, in front of customers.

What we found. The agency made changes directly on the live site. Your host includes a staging feature in the plan, but it has never been set up.

The fix. Set up staging with a safe copy of the data (customer details masked, payments in test mode, outgoing email switched off) and a simple routine for moving changes to live.

P5 More than half the database is leftover data — $500

What it means. Backups take longer and cost more than they should, and some pages are slower.

What we found. Of the 1.1 GB database, about 600 MB is expired temporary data, old post revisions and tables left behind by plugins that are no longer installed.

The fix. Remove the leftover data after the new backups are in place, and schedule a monthly cleanup.

What can wait

- Four unused themes are installed and can be deleted during the plugin cleanup.
- Product images are uploaded at full camera size. Resizing them would speed up category pages.
- Scheduled tasks only run when someone visits the site. Moving them to a proper scheduler makes order emails more punctual.
- An old remote-publishing feature (XML-RPC) is switched on and unused. It is turned off as part of the security work.
- The theme vendor has released a redesigned version. Adopting it is a design decision, not a risk.

Costs at a glance

ITEM	PRIORITY	FIXED PRICE
U1. Customizations were made by editing theme and plugin files	Urgent	$2,400
U2. WordPress and 31 plugins are out of date, four with published security holes	Urgent	$1,800
U3. PHP stopped receiving security fixes in November 2022	Urgent	$1,500
U4. Backups have not run for five months	Urgent	$700
U5. Nine administrator accounts, three of them for people who have left	Urgent	$500
All urgent items		**$6,900**
P1. The custom order-export plugin has two security weaknesses	Plan for	$1,200
P2. Checkout takes almost seven seconds to load	Plan for	$1,400
P3. Accounts and licences are in the former agency's name	Plan for	$600
P4. There is no staging site	Plan for	$800
P5. More than half the database is leftover data	Plan for	$500

ITEM	PRIORITY	FIXED PRICE
All items to plan for		$4,500

Each price is fixed. Items can be done together or one at a time, by us or by any developer you choose.

What we looked at

Application

- Theme and plugin condition, including custom code
- Security exposure and vulnerabilities
- WordPress, plugin and PHP version risk
- Hosting and backup situation
- Bus-factor risk: who holds which login

Database

- Performance and query efficiency
- Indexing and optimization gaps
- Backup integrity, tested by restoring
- Version risk and upgrade path
- Data safety and recovery readiness

We reviewed the theme, the custom plugin and all 61 edited files in full, and the 43 third-party plugins by version and published advisories. We did not review the source code of unmodified third-party plugins, or the payment gateway's own configuration.

How this review was done

Senior engineers led this review and used AI tooling to read the whole codebase instead of a sample. An engineer verified every finding in this report. Your code was not used to train models, and no production data or customer records were sent to a model, only schema and query statistics.

What happens next

This report is yours to keep, and you can take it to any developer. If you would like us to do the work, the 5 urgent items make up one Stabilization Sprint with a fixed

price of $6,900. Book it within 60 days and the $2,500 Health Check fee comes off, leaving $4,400.