



ROI for the *everything* HelpDesk™ solution

Step 1: Find Your Annual Support Cost

In determining your annual support costs take your average salary per technician and divide it by 2,080 hours (annual work hours in a year). Take that number and divide it by 60 minutes to get your per minute cost per technician.

For example:

\$48,000 (average salary) / 2,080 hours = \$23 average support cost per hour
\$23 support cost per hour / 60 minutes = \$.38 average support cost per minute

You will then want to times that number by the average ticket resolution time.

For example:

15 minutes average work time x \$.38 average support cost per minute
=
\$5.70 average cost per support ticket

The last step in the process of determining your annual support cost is to times your average cost per support ticket by the annual amount of support tickets received.

For example:

8,000 annual work tickets x \$5.70 average cost per support ticket
=
\$45,600 annual support cost



Step 2: Finding Your Savings

In determining your annual savings by implementing the *everything* HelpDesk™ solution you will decide on an average of how many minutes will be saved per ticket on the following benefits:

- ❖ Not having to duplicate contact information because of integration with eDirectory/Active Directory
- ❖ Zenworks integration in saving time of looking up the computers latest inventory
- ❖ Use of end user knowledgebase
- ❖ Use of technician knowledgebase
- ❖ On-line submission form and email notification update on ticket status in cutting down of placing and receiving phone calls
- ❖ Integration of GroupWise/Outlook calendar and e-mailing system

For example:

Let's say that you save 4 minutes per support ticket. Going back to our formula you will do the following:

$$\begin{aligned} &11 \text{ minutes average work time (15 minutes previous number} - 4 \text{ minutes)} \times \$0.38 \text{ average} \\ &\quad \text{support cost per minute} \\ &= \\ &\quad \$4.18 \text{ average cost per support ticket} \end{aligned}$$

Now times the new average cost per support ticket by annual work tickets.

For example:

$$\begin{aligned} &8,000 \text{ annual work tickets} \times \$4.18 \text{ new average cost per support ticket} \\ &= \\ &\quad \$33,440 \text{ new annual support cost} \end{aligned}$$

To this number, the spreadsheet adds the "Reduced Idle Time and Redundant Work" calculation.

RESULTS - \$17,384.62 savings

This ROI was designed to show the impact of what just a few minutes saved everyday can mean to your bottom-line. The formula did not take into consideration the amount of support tickets that will decrease every year, the cost of having a support staff (overhead of computers, training ect..), nor does it take in account the time and dollars saved in end users being up and running sooner.