



IT Asset Management ROI

Organizations of 1000 employees can potentially save \$191,981 per year by using an IT Asset Management solution such as VIZOR. This document details how the most popular features in VIZOR help organizations achieve such savings with examples supported by independent Gartner, Deloitte and Forrester statistics.

Save \$100,282 annually

1. Automate manual inventory processes

15 Minutes per asset X 1000 Assets X 2 Audits per year = 500 hours saved

500 Hours X $\frac{54,000 \text{ IT Support Technican Salary}}{1856 \text{ annual working hours}}$ = \$14,547 saved

2. Asset Request Portal

20 Minutes per request X (2 requests per employee X 1000 employees) = 667 hours saved

667 Hours X $\frac{54,000 \text{ IT Support Technican Salary}}{1856 \text{ annual working hours}}$ = \$19,406 saved

3. Notification of hardware warranty expiry / end-of-life

\$521 repair cost X 5% of 1000 employees using old hardware = \$26,050 cost to repair old hardware

4. Automating Employee onboarding

3.5 Days (1000 employees X 22% turnover rate X 30% productivity loss) = 231 working days

or \$40,279 of lost productivity

How VIZOR Saves You Money

1. Automate manual inventory processes

Gartner states that 70% of organizations have a 30% discrepancy between planned inventory and actual inventory¹. This discrepancy highlights the unreliability of data collected by manual audits. In addition, such audits are a single snapshot of IT assets at the time the audit was performed. Automating this process using network discovery tools, such as VIZOR, improves data accuracy provides real-time updates and frees hundreds of IT hours, saving \$14,547 per year on data collection costs per year.

Example based on an assumption two audits per year and 15 minutes required per asset to manually capture basic audit information such as manufacture, model, serial numbers, owner and location. Savings are calculated using an average IT Support Technician salary of \$54,000 and 1856 annual working hours³.

$$15 \text{ Minutes per asset} \times 1000 \text{ Assets} \times 2 \text{ Audits per year} = 500 \text{ hours saved}$$

$$500 \text{ Hours} \times \frac{54,000 \text{ IT Support Technican Salary}}{1856 \text{ annual working hours}} = \$14,547 \text{ saved}$$

2. Asset Request Portal

Organizations can save 667 hours or \$19,406 per year in staffing costs by automating the manual activity of processing employee asset requests. Employees or their managers can request assets such as a projector or new laptop using VIZOR's asset request portal. Requests pass through pre-defined provisioning and multi-level approval processes, minimizing workload while improving efficiency of request fulfillment.

IT spends an average of 20 minutes per asset request. This includes replying to emails, chasing approvals and coordinating provisioning actions. With an average of 2 requests per employee per year, an organization of 1000 employees would process 2000 requests per year, totalling 667 hours. Based on an average IT Support Technician salary of \$54,000 and 1856 annual working hours, \$19,406 in staffing costs can be saved or relocated to other projects by utilising VIZOR's software request portal³.

$$20 \text{ Minutes per request} \times (2 \text{ requests per employee} \times 1000 \text{ employees}) = 667 \text{ hours saved}$$

$$667 \text{ Hours} \times \frac{54,000 \text{ IT Support Technican Salary}}{1856 \text{ annual working hours}} = \$19,406 \text{ saved}$$

3. Notification of hardware warranty expiry / end-of-life

The cost to repair a PC more than 4 years old exceeds the cost of purchasing a new device. In addition, an average employee loses 9 minutes a day or 45 minutes per week in productivity due to slow or faulty old hardware. VIZOR helps organizations plan hardware refreshes by tracking expected life and warranty expiry of each asset.

The example below is based on Techaisle study indicating an average repair cost of \$427 to \$521 per PC for machines older than four years². For an organization of 1000 employees an assumption of 5% PC's deployed are 4 years or older, equating to 50 PC's.

$\$521 \text{ repair cost} \times 5\% \text{ of } 1000 \text{ employees using old hardware} = \$26,050 \text{ cost to repair old hardware}$

$45 \text{ Minutes lost per week} \times 5\% \text{ of } 1000 \text{ employees using old hardware}$
 $= 37.5 \text{ hours of lost employee productivity per week}$

4. Automating Employee Onboarding

A Forrester study found that new employees wait an average of 3.5 days for all the resources required to start the tasks of their job⁸. VIZOR's onboarding and role-based provisioning functionality ensures new employees have the IT hardware, software and privileges they need from day one. Assuming employees can work while waiting for their assets, employees will still lose about 30% productivity. As a result, VIZOR saves 47 weeks of lost productivity for an organization of 1000 employees.

Mercer states that the average employee turnover rate in the US is 22%⁵. According to the Bureau of Labor Statistics (BLS)⁶, the median wage for workers in the United States during Q3 2018 was \$857 per week.

$3.5 \text{ Days} (1000 \text{ employees} \times 22\% \text{ turnover rate} \times 30\% \text{ productivity loss})$
 $= 231 \text{ working days of lost productivity}$

$\$857 \text{ per week} \times 47 \text{ weeks} (231 \text{ working days}) \text{ of lost productivity} = \$40,279$

References

1 - Gartner, "Life Cycle Management Underpins IT Asset Management". 2 - Techaisle white paper, "Small Business PC Refresh Study". 3 - Glassdoor, "US IT Support Technician Salary". 4 - Gartner "IT Budget". 5 - Mercer, "North American Employee Turnover: Trends And Effects". 6 - U.S. Bureau of Labor Statistics, "Usual Weekly Earnings Of Wage And Salary Workers Third Quarter 2018". 7 - Forrester "Total Economic Impact™ Study"

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