



IT Service Management ROI

Organizations of 1000 employees can potentially save \$433,008 per year by using an IT Service Management solution such as VIZOR. This document details how the most popular features in VIZOR help organizations achieve such savings with illustrations supported by independent MetrixNET and Forrester studies.

Save \$341,309 annually

1. Knowledge Base

456 Issues (25% of total issues) X \$22 = \$10,032 Existing cost per month

456 Issues X \$2 per Issue resolved by self help = \$912 Cost per month

\$10,032 – \$912 = \$9,120 Saving per month or \$109,440 saved annually

2. IT Service Request Portal

10 Minutes per request X (2 requests per employee X 1000 employees) = 333 hours saved

333 Hours X $\frac{54,000 \text{ IT Support Technican Salary}}{1856 \text{ annual working hours}}$ = \$9,688 saved

3. 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*

4. Improve Employee Productivity

8 Hours per Employee per Year X 1000 Employees = 8000 hours saved

\$857 per week X 213 working weeks of lost productivity = \$181,902 saved

How VIZOR Saves You Money

1. Knowledge Base

Organizations of 1000 employees can save \$9,920 per month by automating the manual activity of processing employee issues and requests using a knowledge base and automations. Savings are achieved by reducing the number of issues normally processed by a technician by 25%.

Forrester states that an organization of 1000 employees would process 1832 issues per month¹. MetricNET indicate that the average cost per service desk issue is \$22 when resolved by a technician and \$2 per issue when resolved by self-help². Therefore, resolving 25% of issues via self-help services such as a knowledge base would reduce support costs by \$9114 per month.

$$1832 \text{ Issues per month} \times \$22 \text{ per Issue resolved by Technician} = \$40,106 \text{ Cost per month}$$

Moving 25 % of Technician resolved issues to self help

$$456 \text{ Issues} \times \$22 = \$10,032 \text{ Existing cost per month}$$

$$456 \text{ Issues} \times \$2 \text{ per Issue resolved by self help} = \$912 \text{ Cost per month}$$

$$\$10,032 - \$912 = \$9120 \text{ Saving per month}$$

2. IT Service Request Portal

Organizations can save 333 hours or \$9,688 per year in staffing costs by automating the manual activity of processing employee IT Service requests. Employees or their managers can request required IT Services, such as a request to borrow a projector, to purchase a new software or to replace keyboard. This can be done with VIZOR's request portal. Requests pass through pre-defined provisioning and multi-level approval processes, minimizing workload while improving efficiency of request fulfillment.

$$10 \text{ Minutes per request} \times (2 \text{ requests per employee} \times 1000 \text{ employees}) = 333 \text{ hours saved}$$

$$333 \text{ Hours} \times \frac{54,000 \text{ IT Support Technician Salary}}{1856 \text{ annual working hours}} = \$9,688 \text{ saved}$$

3. 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 job¹. 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.

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

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

4. Improve Employee Productivity

MetricNet states 8 hours of unproductive employee time per year can be saved by implementing systematic ITSM processes². Time saving is made by reducing time to resolution, preventing outages and improving responsiveness to requests. This is achieved with VIZOR by implementing ITIL certified best practices for incident management. For an organization of 1000 employees, this results in a saving of 8000 hours annually or 213 working weeks.

According to the Bureau of Labor Statistics (BLS)⁶, the median wage for workers in the United States in Q3 2018 was \$857 per week. This totals \$181,902 in lost employee productivity.

$$8 \text{ Hours per Employee per Year X 1000 Employees} = \mathbf{8000 \text{ hours saved}} \text{ (213 working weeks)}$$

$$\$857 \text{ per week X 213 working weeks of lost productivity} = \mathbf{\$181,902}$$

References

1 - Forrester, "Total Economic Impact™ Study" 2 - MetricNet "Best Practices Series" 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"

CONTACT US

www.vizor.cloud | (+1) 770-622-2850 | ask@vizor.cloud