



IT Service Management ROI

Organizations of 1000 employees can potentially save \$329,878 per year by using an IT Service Management solution like VIZOR. With illustrations supported by independent MetrixNET and Forrester studies, this document details how the most popular features in VIZOR help organizations achieve such savings.

Save \$329,878 annually

Summary

1. Knowledge Base

456 Issues (25% of total issues) X \$22 (average cost per ticket) = \$10,026 Existing cost per month

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

*\$10,026 – \$912 = \$9,114 Saving per month or **\$109,368 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 **\$39,422 of lost productivity***

4. Improve Employee Productivity

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

*\$857 per week X 200 working weeks of lost productivity = **\$171,400 saved***

How VIZOR Saves You Money

1. Knowledge Base

Organizations of 1000 employees can save \$9,114 per month by automating employee issues and requests. 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 month.¹ 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-help.² Therefore, resolving 25% of issues via self-help services such as a knowledge base would reduce support costs by \$9114 per month.

$$1823 \text{ Issues per month} \times \$22 \text{ per Issue resolved by Technican} = \$40,106 \text{ Cost per month}$$

$$\$40,106 \text{ per month} \times 25\% \text{ of tickets move from Technican to help desk} = \$10,026 \text{ saved per month}$$

$$1823 \text{ Issues per month} \times 25\% \text{ of tickets move from Technican to help desk} = 456 \text{ Issues resolved by helpdesk}$$

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

$$\$10,026 - \$912 = \$9114 \text{ Saving per month}$$

2. IT Service Request Portal

Organizations can save 333 hours or \$9,688 per year in staffing costs by automating IT service requests. Employees can request IT Services such as a request to borrow a projector, to purchase a new software or to replace a keyboard. This can be automated with VIZOR's request portal. The requests pass through pre-defined provisioning and multi-level approval processes, minimizing workload while improving efficiency of request fulfilment. Based on an average IT Support Technician salary of \$54,000 and 1856 annual working hours, \$9,688 in staffing costs can be saved or relocated to other projects by utilising VIZOR's software request portal.³

$$10 \text{ minutes per request (estimate)} \times (2 \text{ requests per employee} \times 1000 \text{ employees}) = 20,000 \text{ minutes}$$

$$\frac{20,000 \text{ minutes}}{60} = 333 \text{ IT hours saved per year}$$

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

3. Automating Employee Onboarding

A Forrester study found that new employees wait an average of 3.5 days to receive all the resources required to start the tasks of their job.¹ 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 46 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), the median wage for workers in the United States during Q3 2018 was \$857 per week.⁶ *This information is needed to calculate an average of how many new employees will require onboarding.*

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

$$\$857 \text{ per week X 46 weeks (231 working days) of lost productivity} = \mathbf{\$39,422 \text{ saved}}$$

4. Improve Employee Productivity

MetricNet states that 8 hours of unproductive employee time per year can be saved by implementing systematic ITSM processes.² Saving time is done 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 saving 8000 hours annually or 213 working weeks.

According to the Bureau of Labor Statistics (BLS), the median wage for workers in the United States in Q3 2018 was \$857 per week.⁶ Assuming there are 40 hours in a work week, this totals \$171,400 in lost employee productivity.

$$8 \text{ Hours per Employee per Year X 1000 Employees} = \mathbf{8000 \text{ hours saved}} \text{ (200 working weeks)}$$

$$\$857 \text{ per week X 200 working weeks of lost productivity} = \mathbf{\$171,400}$$

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