

Calculating the Financial Benefits of CCS HelpDesk

In an IT Help Desk or Support Center two goals generally are involved when purchasing a productivity application – first to make the support team more productive (and thus save costs) and second provide better service to your end user customers.

By improving productivity or reducing time required for any manual activity, you eventually arrive at a lowered headcount. This does not mean that you will eliminate support resources. What really happens when you increase productivity in a support center is you are able to increase the number of calls addressed without increasing support staff headcount. Without tools to increase productivity, the demand for more agents in the support center increases in direct proportion to a growing user base or the number of products sold. What you attempt with support tools such as an automated trouble ticket system is to improve the ratio of customers to representatives, so each representative can serve a larger number of customers.

Direct Cost Savings: Improving productivity of the Support Team.

Productivity improvements within the team can be gained in the following areas:

- Decrease average handle time of rep-assisted contacts
- Lower headcount needed to dispatch incoming contacts through automation
- Leverage knowledge across all reps and historical data to solve problems
- Reduce communication inefficiencies between the user community and reps
- Reduce headcount needed to do routine reporting and administration

CCS HelpDesk provides powerful automation features which achieve gains in productivity in all of the above areas. To assist you in quantifying these benefits, we have provided you an ROI worksheet. This evaluation tool is designed to assist you in quantifying the financial benefits of CCS HelpDesk to your management.

Using the ROI Worksheet to derive your direct cost savings.

To apply the calculations to your specific organization, you will need a few pieces of information relating to your support organization:

1. Average calls per month – number of incoming problem calls
2. Number of support reps
3. Average hourly wage of your reps

Additionally you will need some metrics related to your call process.

1. Time it takes to receive an email or call from an end user, time to document the problem and route to the appropriate support rep
2. Typical time it takes to research the problem (look for old occurrences, talk with other reps, lookup technical parameters.)
3. Average time it takes to resolve the problem – analysis of the problem and resolving through testing
4. Time it takes to contact the end user to communicate the fix.

Once you have collected the information, open the spreadsheet at www.crowcanyon.com/evaltools/roi.xls and fill in the yellow boxes with your information. The worksheet will calculate your direct savings automatically based on our experience and feedback from our customers results. The spreadsheet also includes an example organization on the second worksheet.

Indirect Benefits.

While the direct cost savings is impressive, the impact of a more responsive and efficient support desk group across your entire organization is multiplied by the number of users you support. Reducing resolution time by even 10% has great potential to reduce business interruptions due to down time. These savings go way beyond the direct cost savings within in the support group and affect your entire business productivity.

Implementing an automated helpdesk application has many additional benefits for your organization also including:

- Decreased new support agent hire training time
- Improved Agent Retention (attrition costs a company between 2 and 7 times the agent's annual salary)
- Reduced Performance Penalties if you operate under an SLA (Service Level Agreement)
- Lower Computer or facilities cost
- Decreased Data Entry errors
- Decreased Telecom costs
- Reduced Downtime of user community
- Improved customer satisfaction and loyalty
- Improved company image
- Improved employee satisfaction and loyalty
- Better management data and reporting

The Cost of Implementation.

Another prime consideration in your analysis is implementation costs. These costs offset any benefits derived above. Beyond the cost of the software application are the hardware, training and deployment costs associated with the chosen solution. These include:

- Hardware servers, and systems required to run the application
- Additional software and upgrades required on user client systems
- Maintenance required for the application (backup, security etc.)
- Training required for support agents
- End-user training to use the system

If you are considering a Help Desk application that is not built upon MS Outlook and Exchange you should include the deployment costs listed above.

Unlike standalone or web only based help desk applications which require their own database, and possibly server, CCS HelpDesk leverages your existing Microsoft Outlook and Exchange collaboration platforms. The benefits of this are:

- Uses existing resources, no need for additional hardware.
- Much lower deployment and maintenance costs.
- Painless integration with existing infrastructure.
- Swift deployment throughout organization.
- Familiar UI simplifies training and accelerates adoption.

Conclusion.

Over 2000 organizations are using Crow Canyon's CCS HelpDesk to improve Support group productivity and ensure higher satisfaction from your user base. Put it to work for you and realize the benefits for your organization.