

Downtime Analysis

Knowledge workers at the following companies (clients of PC Helps) were asked to quantify the amount of time they would have spent resolving issues such as importing data into a file from another source in Access, tracking changes in a Word document, repairing a damaged Excel file, and hundreds of other off-the-shelf software questions without the services of PC Helps Support, LLC. Their aggregate responses are shown in the chart below.

The conclusion is that employees will spend nearly 3 hours working to solve an issue with a standard software application on their own. For one knowledge worker making \$52k annually, that equates to more than \$75 per solution.

The breakdown without software support:

Knowledge worker spends 3 hours on one solution without support:

Worker will need help on other software issues 4 times per year, on average:

In a company with 1,200 end-user, with a 50% population call projection, each seeking help 4 times per year:

$$\begin{aligned}
 & 4 \times \$75 = \$300 \\
 & 600 \times \$300 = \mathbf{\$180,000}
 \end{aligned}$$

The breakdown using PC Helps LLC:

Knowledge worker spends a fraction of the time on solution with PC Helps:

Worker will need help on other software issues 4 times per year, on average:

In a company with 1,200 employees, with a 50% population call projection, each seeking help 4 times per year:

$$\begin{aligned}
 & 4 \times \$25 = \$100 \\
 & 600 \times \$100 = \mathbf{\$60,000}
 \end{aligned}$$

ROI: 200% when utilizing the software expertise of PC Helps

The companies in the survey reduced the downtime of their knowledge workers by providing them access to the expert consultants at PC Helps, thus gaining productivity improvements and real cost savings.

Companies Surveyed

Avon Products

American Heart Association

Crown Cork & Seal

Nestle Waters

Coach

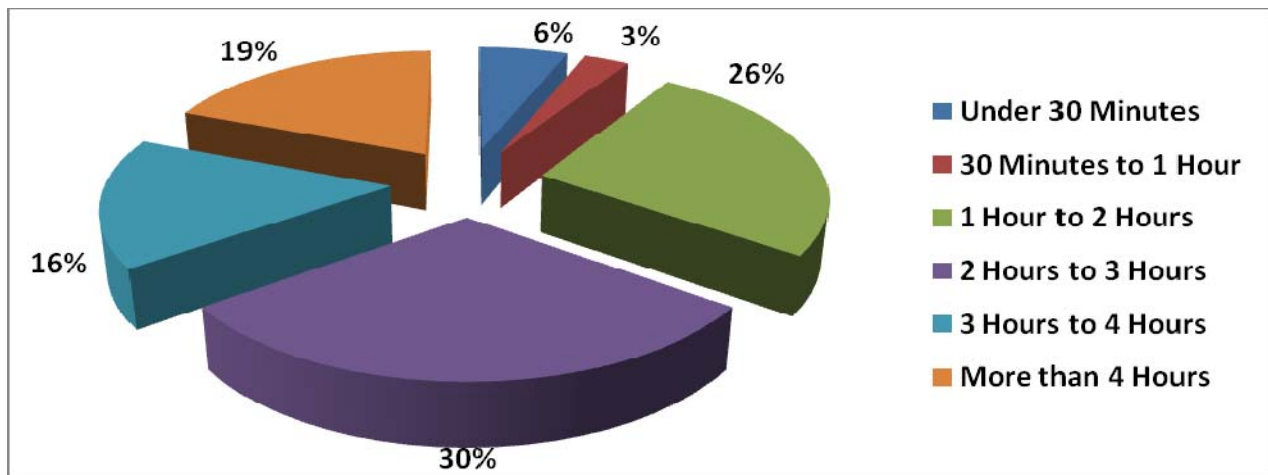
ConocoPhillips

Sara Lee Foods

Amtrak

Principal Financial Group

Resolution Time Without the Services of PC Helps Support



Average Resolution Time without PC Helps' service was, **2.90 hours**. Thus, by having PC Helps resolve these support issues in just a few minutes, our clients realized **HARD-DOLLAR SAVINGS*** amounting to approximately **\$72.50** per call.

* Based on industry averages for labor costs, overhead, and benefits of \$25.00/ hr