

**This Sample User Productivity Benefits Assessment Report Document for SC Testing, Inc. (Sample Company Testing Inc.), was created as a template to help companies model their own business overviews.**

**You are welcome to use this Report as a starting point to create your own, but you do not have permission to reproduce, resell, publish, distribute or even copy this Report as it exists here.**

**If you want some perspective on how you or your company needs to enhance their Sales/Client Management Capabilities, please email me at [shubhanjan.saha@gmail.com](mailto:shubhanjan.saha@gmail.com)**

**Please Note that the Names, locations and numbers in this Report are all fictional**

Deal Support Guy

# **New Sample User Productivity Benefits Assessment Report Sample Analysis**

*March 12, 2013*

**Prepared for :  
Sample Company Testing**

**Sample Company Testing Address**

**Phone Number**

**Web Site**

**E-mail address**

**Prepared by  
Shubhanjan Saha**

Disclaimer: The information contained in this presentation represents the current view of the Consulting Company on the issues discussed as of the date of publication. Because Consulting Company must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Consulting Company, and Consulting Company cannot guarantee the accuracy of any information presented after the date of publication. This white paper is for informational purposes only. Consulting Company **MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.** Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Consulting Company Corporation.

Consulting Company may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Consulting Company, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property of Consulting Company.

© 2013 Consulting Company Corporation. All rights reserved.

This report estimates the business user productivity benefits enabled by the initiative. These benefits are calculated based on time savings of conducting common business activities. Although these benefits are "Indirect" (not part of the IT budget), they do typically improve profitability. The method below tends to be more conservative (yet more comprehensive) than other methods of estimating business user impacts. This productivity analysis only estimates efficiency improvements, not effectiveness (agility, decision-making) improvements. A "conversion factor" is applied because not all saved time may be used to conduct other value-added activities.

## Summary of Productivity Improvements (Time Saved)

Info Workers				Task Workers				Total (Weighted Average)			
As-Is	To-Be	Saved	% Savings	As-Is	To-Be	Saved	% Savings	As-Is	To-Be	Saved	% Savings

### Individual Computing

Document Creation	2.2	2.2	0.03	1	2.3	2.3	0.03	1	2.3	2.2	0.0	1
Data & Information Access/Analysis	0.9	0.8	0.06	6	0.4	0.4	0.02	6	0.6	0.6	0.0	6
Email, Calendar, Contact, & Task Mgmt	2.1	2.1	0.00	0	0.7	0.7	0.00	0	1.3	1.3	0.0	0
LOB Application-Related Activities	2.7	2.7	0.05	2	4.3	4.2	0.17	4	3.6	3.5	0.1	3
Other	0.9	0.9	0.00	0	0.6	0.6	0.00	0	0.7	0.7	0.0	0
<b>Total</b>	<b>8.9</b>	<b>8.7</b>	<b>0.14</b>	<b>2</b>	<b>8.3</b>	<b>8.1</b>	<b>0.23</b>	<b>3</b>	<b>8.6</b>	<b>8.4</b>	<b>0.19</b>	<b>2</b>

### Collaborative Computing

Document Collaboration	3.5	3.5	0.00	0	0.4	0.4	0.00	0	1.8	1.8	0.0	0
Workflow (routing)	0.9	0.9	0.00	0	0.2	0.2	0.00	0	0.5	0.5	0.0	0
Coordination / Project Mgmt	0.9	0.9	0.00	0	0.1	0.1	0.00	0	0.5	0.5	0.0	0
Other	0.5	0.5	0.00	0	0.1	0.1	0.00	0	0.3	0.3	0.0	0
<b>Total</b>	<b>5.8</b>	<b>5.8</b>	<b>0.00</b>	<b>0</b>	<b>0.8</b>	<b>0.8</b>	<b>0.00</b>	<b>0</b>	<b>3.1</b>	<b>3.1</b>	<b>0.00</b>	<b>0</b>

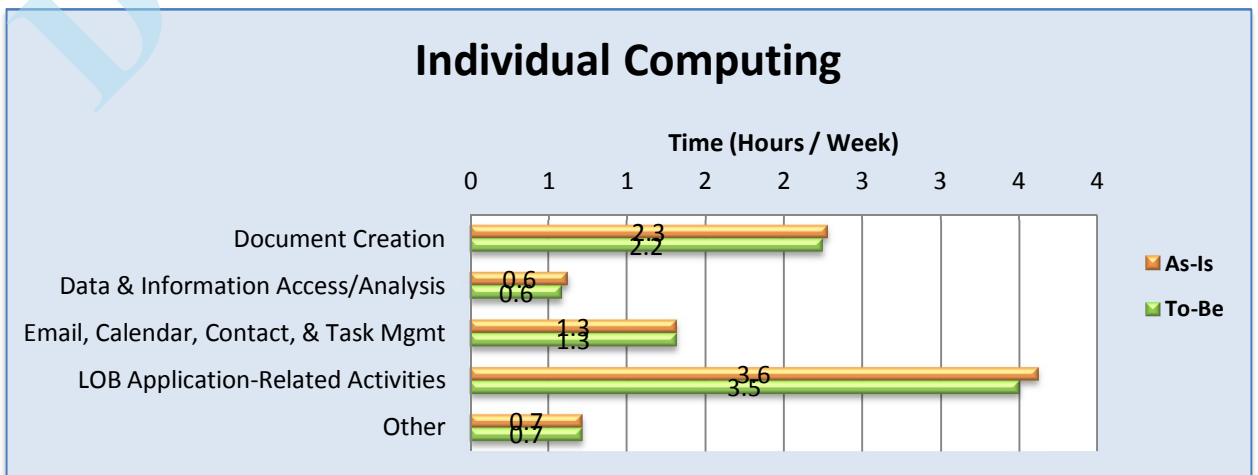
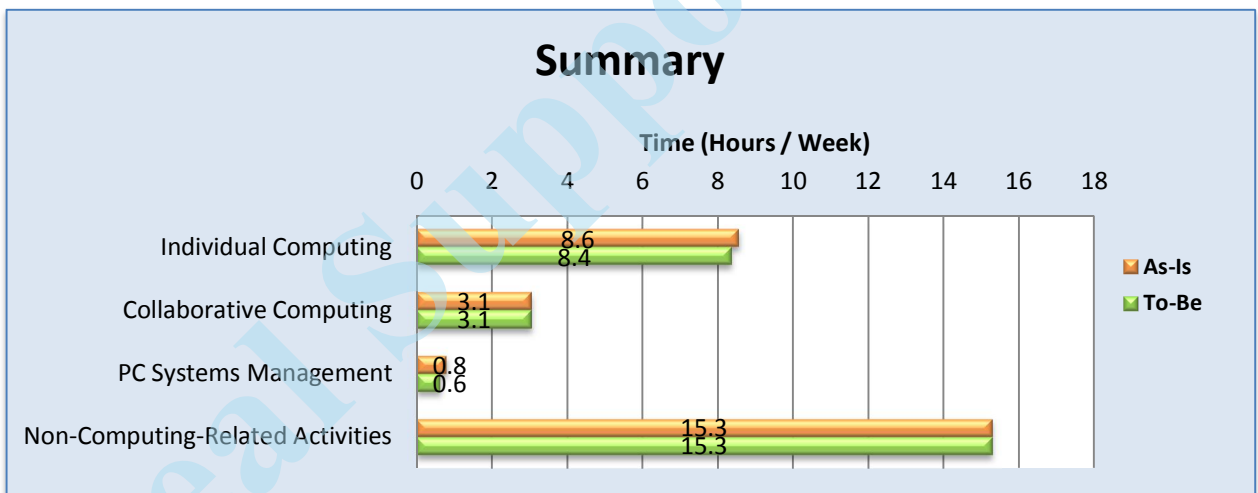
### PC Systems Management

Support, Self-Help, & Learning	0.4	0.3	0.05	14	0.2	0.2	0.03	14	0.3	0.3	0.0	14
Performance	0.3	0.2	0.11	38	0.1	0.1	0.05	38	0.2	0.1	0.1	38
Mobility & Remote Connectivity	0.2	0.2	0.02	11	0.0	0.0	0.00	11	0.1	0.1	0.0	11
Security & Privacy	0.1	0.1	0.03	18	0.1	0.1	0.02	18	0.1	0.1	0.0	18
System UI	0.1	0.1	0.01	18	0.0	0.0	0.01	18	0.1	0.0	0.0	18

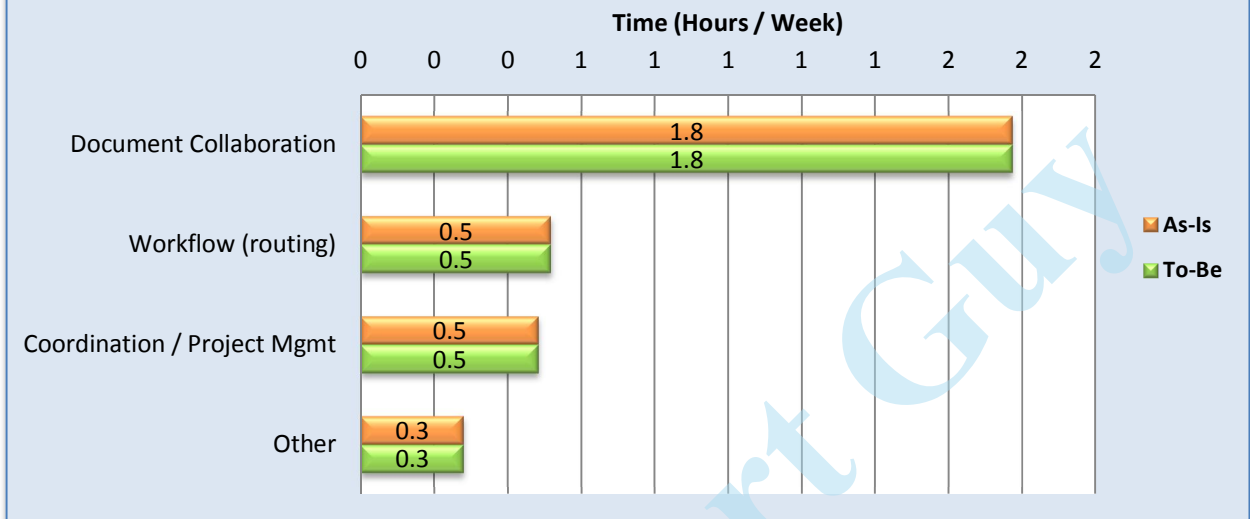
Navigation												
Availability & Reliability	0.0	0.0	0.02	35	0.0	0.0	0.01	35	0.0	0.0	0.0	35
<b>Total</b>	<b>1.1</b>	<b>0.9</b>	<b>0.23</b>	<b>21</b>	<b>0.6</b>	<b>0.4</b>	<b>0.12</b>	<b>22</b>	<b>0.8</b>	<b>0.6</b>	<b>0.17</b>	<b>21</b>
<b>Non-Computing-Related Activities</b>	11.9	11.9	0	0%	18.0	18	0	0%	15.3	15.3	0.0	0
<b>Total</b>	<b>27.7</b>	<b>27.3</b>	<b>0.4</b>	<b>1.4</b>	<b>27.7</b>	<b>27</b>	<b>0.3</b>	<b>1.3</b>	<b>27.7</b>	<b>27.4</b>	<b>0.4</b>	<b>1.3</b>

### Summary

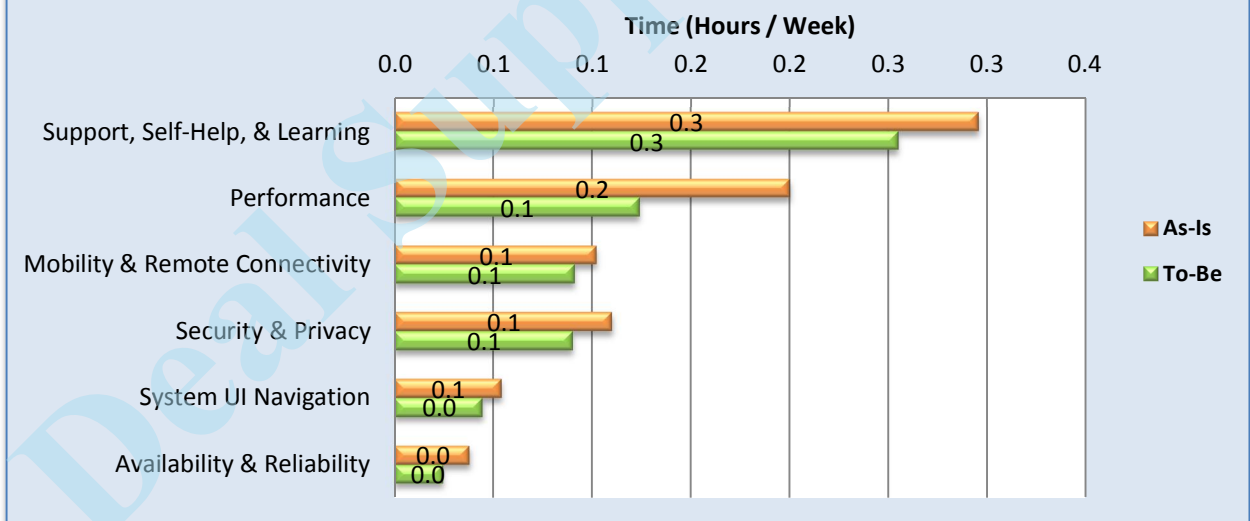
Individual Computing	8.9	8.7	0.14	2	8.3	8.1	0.23	3	8.6	8.4	0.2	2
Collaborative Computing	5.8	5.8	0.00	0	0.8	0.8	0.00	0	3.1	3.1	0.0	0
PC Systems Management	1.1	0.9	0.23	21	0.6	0.4	0.12	22	0.8	0.6	0.2	21
Non-Computing-Related Activities	11.9	11.9	0.00	0	18.0	18	0.00	0	15.3	15.3	0.0	0
<b>Total</b>	<b>27.7</b>	<b>27.3</b>	<b>0.4</b>	<b>1.4</b>	<b>27.7</b>	<b>27</b>	<b>0.3</b>	<b>1.3</b>	<b>27.7</b>	<b>27.4</b>	<b>0.4</b>	<b>1.3</b>



## Collaborative Computing



## PC Systems Management



## Business Value of Time Saved

Value per User per Year				
Info Wrkr	Task Wrkr	Weighted Avg	*Total Adjusted	Adjusted (Per PC)

### Individual Computing

Document Creation	\$122	\$73	\$95	\$ 47	\$47
Data & Information Access/Analysis	\$209	\$65	\$129	\$ 65	\$65
Email, Calendar, Contact, & Task Mgmt					
LOB Application-Related Activities	\$206	\$452	\$342	\$171	\$171

Other					
<b>Total</b>	<b>\$536</b>	<b>\$590</b>	<b>\$566</b>	<b>\$283</b>	<b>\$283</b>

### Collaborative Computing

Document Collaboration					
Workflow (routing)					
Coordination / Project Mgmt					
Other					
<b>Total</b>					

### PC Systems Management

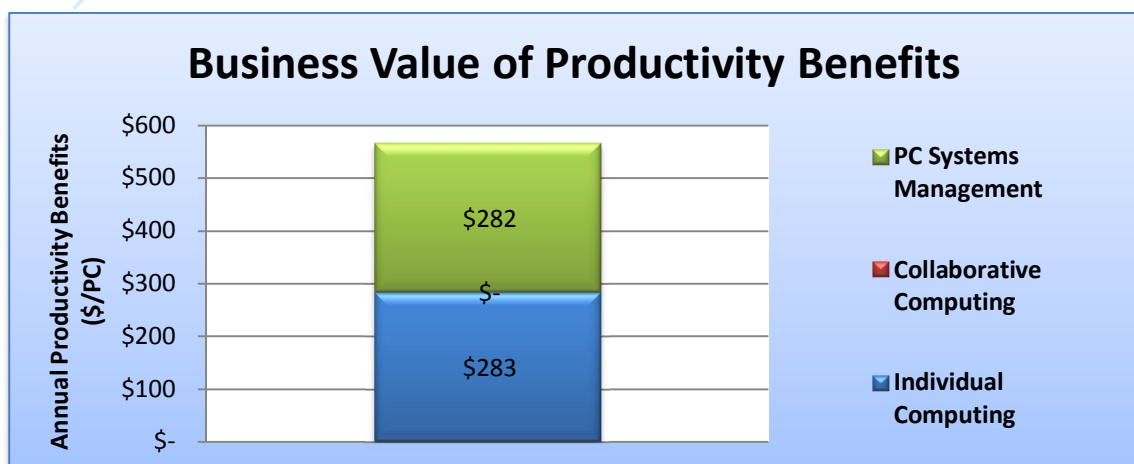
Support, Self-Help, & Learning	\$200	\$80	\$133	\$67	\$67
Performance	\$394	\$138	\$252	\$126	\$126
Mobility & Remote Connectivity	\$77	\$10	\$40	\$20	\$20
Security & Privacy	\$98	\$40	\$66	\$33	\$33
System UI Navigation	\$44	\$20	\$31	\$15	\$15
Availability & Reliability	\$58	\$30	\$43	\$21	\$21
<b>Total</b>	<b>\$871</b>	<b>\$317</b>	<b>\$564</b>	<b>\$282</b>	<b>\$282</b>

### Non-Computing-Related Activities

<b>Total</b>	<b>\$1,408</b>	<b>\$908</b>	<b>\$1,131</b>	<b>\$565</b>	<b>\$565</b>
--------------	----------------	--------------	----------------	--------------	--------------

### Summary

Individual Computing	\$536	\$590	\$566	\$283	\$283
Collaborative Computing					
PC Systems Management	\$871	\$317	\$564	\$282	\$282
Non-Computing-Related Activities					
<b>Total</b>	<b>\$1,408</b>	<b>\$908</b>	<b>\$1,131</b>	<b>\$565</b>	<b>\$565</b>



## Allocation of Time Across Business Activity Categories

Time Allocation		Hrs / Wk	
Info Wrkr	Task Wrkr	Info Wrkr	Task Wrkr

### Activity Category Totals

Individual Computing	32%	30%	8.9	8.3
Collaborative Computing	21%	3%	5.8	0.8
PC Systems Management	4%	2%	1.1	0.6
Non-Computing-Related Activities	43%	65%	11.9	18.0
<b>Total (Must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>27.7</b>	<b>27.7</b>

### Activity Sub-Categories

#### Individual Computing

Document Creation	25%	28%	2.2	2.3
Data & Information Access/Analysis	10%	5%	0.9	0.4
Email, Calendar, Contact, & Task Mgmt	24%	8%	2.1	0.7
LOB Application-Related Activities	31%	52%	2.7	4.3
Other	10%	7%	0.9	0.6
<b>Total (Must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>8.9</b>	<b>8.3</b>

#### Collaborative Computing

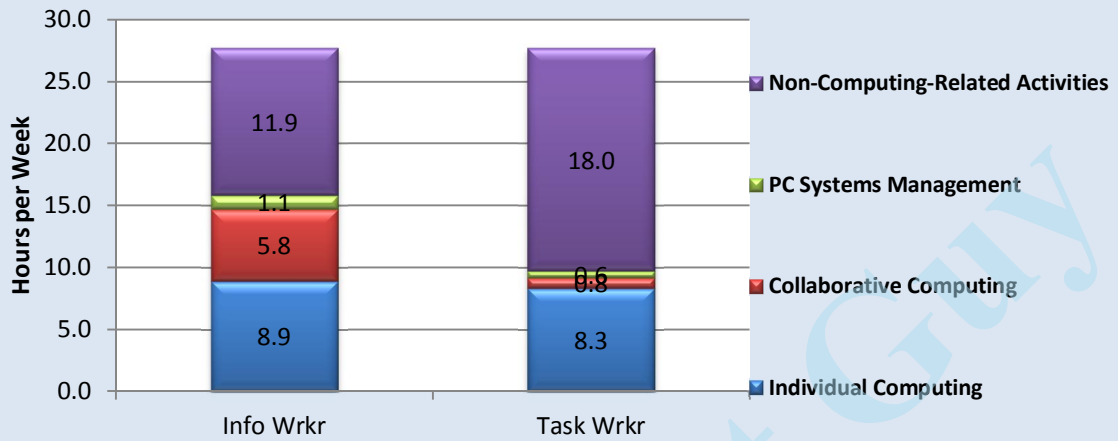
Document Collaboration	60%	47%	3.5	0.4
Workflow (routing)	15%	28%	0.9	0.2
Coordination / Project Mgmt	16%	15%	0.9	0.1
Other	9%	10%	0.5	0.1
<b>Total (Must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>5.8</b>	<b>0.8</b>

#### PC Systems Management

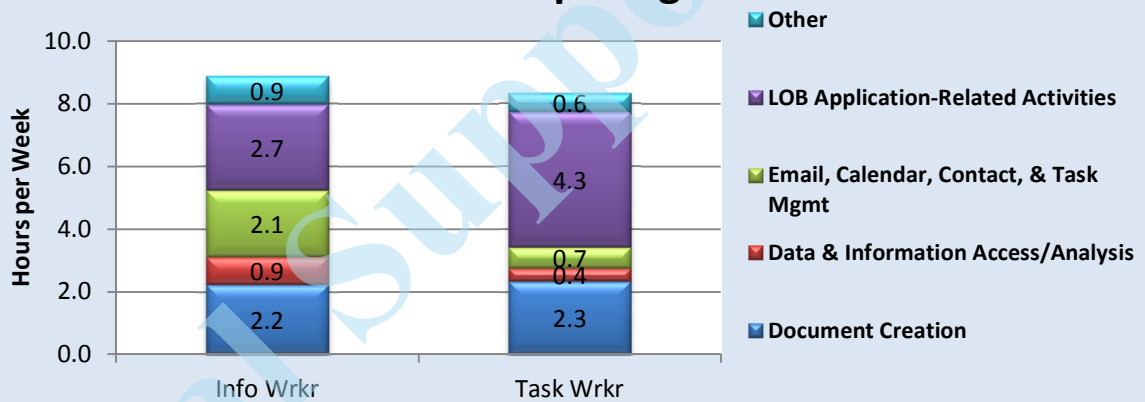
Support, Self-Help, & Learning	35%	40%	0.4	0.2
Performance	25%	25%	0.3	0.1
Mobility & Remote Connectivity	17%	6%	0.2	0.0
Security & Privacy	13%	15%	0.1	0.1
System UI Navigation	6%	8%	0.1	0.0
Availability & Reliability	4%	6%	0.0	0.0
<b>Total (Must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>1.1</b>	<b>0.6</b>

Non-Computing-Related Activities			11.9	18.0
<b>Total</b>			<b>27.7</b>	<b>27.7</b>

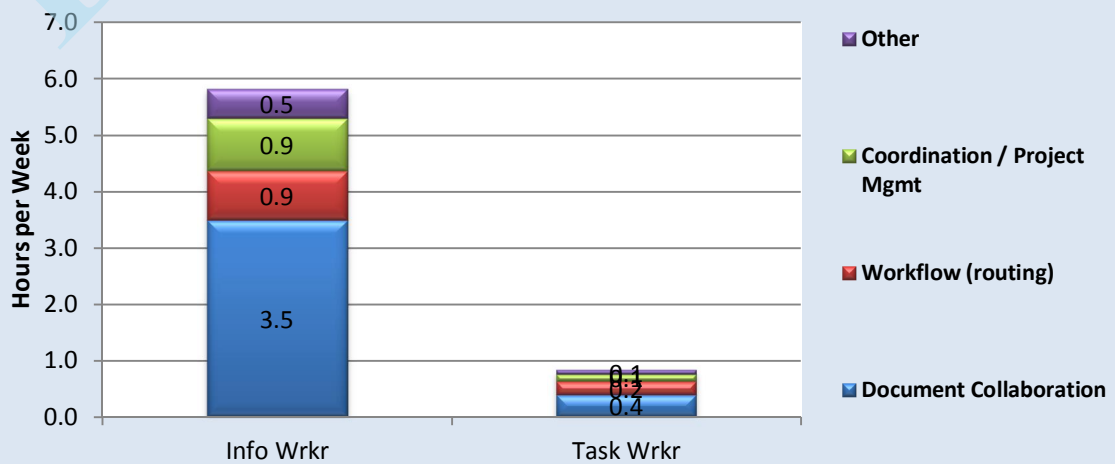
### Time by Business Activity - Summary



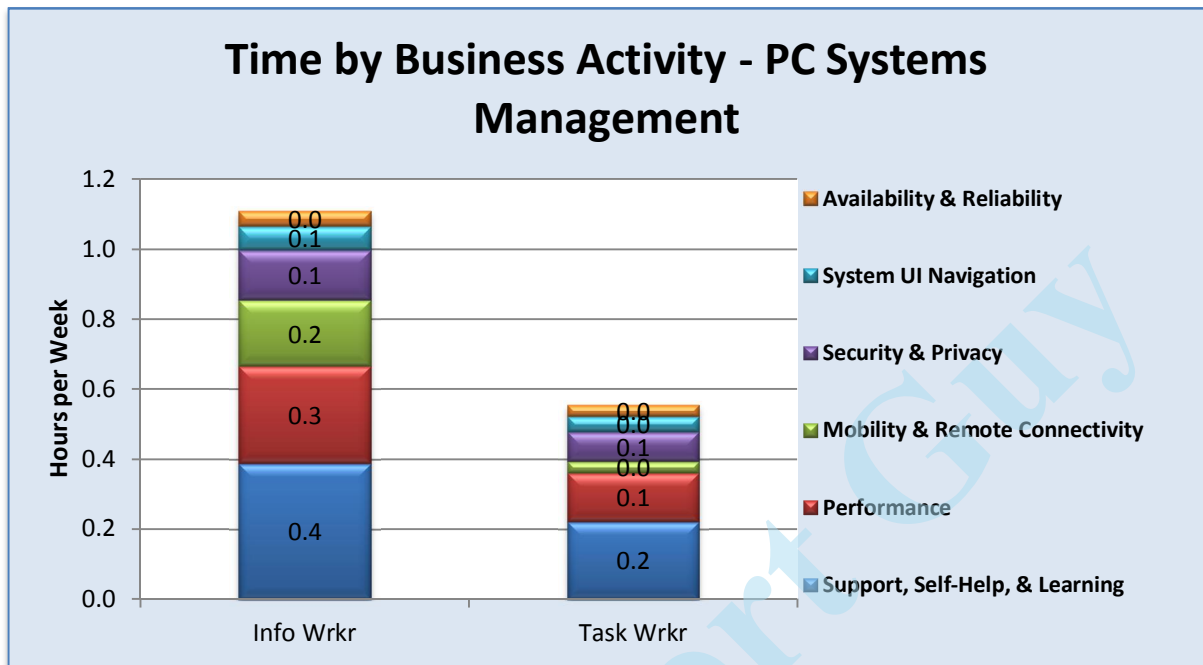
### Time by Business Activity - Individual Computing



### Time by Business Activity - Collaborative Computing







## Allocation of Time Across Detailed Activities and Efficiency Improvements

Allocate user time across each of the detailed activities below. Hours per week is calculated/displayed. Then estimate the percent improvement in activity efficiency enabled by the initiative. Hours saved per week is calculated/displayed. For example, if a user spends 1 hour per week conducting an activity, a 10% efficiency improvement should free up 6 minutes per week for other value-adding work. Note that a 10% efficiency improvement does not imply that the user will spend 10% less time conducting that activity (they may do more of that activity if they are more efficient at it); it does imply that the user is expected to complete that activity 10% more efficiently

### Individual Computing

Activity	Time %		Hours / Week		Efficiency Improvement	Time Saved	
	Info Wrkr	Task Wrkr	Info Wrkr	Task Wrkr		Info Wrkr	Task Wrkr

### Document Creation

Document general layout/set-up	5%	5%	0.11	0.12	1%	0.00	0.00
Formatting documents	20%	15%	0.44	0.35	4%	0.02	0.01
Searching for functionality "how do I..."	10%	5%	0.22	0.12	3%	0.01	0.00
Creating graphics	10%	10%	0.22	0.23	3%	0.01	0.01
Typing, thinking	55%	65%	1.22	1.51	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>2.22</b>	<b>2.33</b>	<b>1%</b>	<b>0.03</b>	<b>0.03</b>

### Data & Information Access/Analysis

Internet browsing/viewing	40%	45%	0.35	0.19	3%	0.01	0.01
Searching for documents & folders	20%	15%	0.18	0.06	9%	0.02	0.01

Collecting/combining information	20%	20%	0.18	0.08	8%	0.01	0.01
Finding/accessing/combining data	10%	10%	0.09	0.04	9%	0.01	0.00
Data analysis & reporting	10%	10%	0.09	0.04	9%	0.01	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>0.89</b>	<b>0.42</b>	<b>6%</b>	<b>0.06</b>	<b>0.02</b>

### Email, Calendar, Contact, & Task Mgmt

Processing email	75%	75%	1.60	0.50	0%	0.00	0.00
Managing calendar, contacts, and tasks	15%	15%	0.32	0.10	0%	0.00	0.00
Note-taking, management	10%	10%	0.21	0.07	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>2.13</b>	<b>0.67</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>

### LOB Application-Related Activities

Data entry into LOB (line-of-business) applications	20%	40%	0.55	1.73	10%	0.05	0.17
Using LOB applications (or the predecessor activity)	80%	60%	2.20	2.59	5%	0.11	0.13
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>2.75</b>	<b>4.32</b>	<b>3%</b>	<b>0.05</b>	<b>0.17</b>

### Other

Development time (macros, VBA, Access)	4%	4%	0.04	0.02	0%	0.00	0.00
Reading, thinking, etc.	96%	96%	0.85	0.56	0%	0.00	0.00
Other	0%	0%	0.00	0.00	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>0.89</b>	<b>0.58</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>
<b>Total</b>			<b>8.87</b>	<b>8.31</b>	<b>2%</b>	<b>0.14</b>	<b>0.23</b>

### Collaborative Computing

Activity	Time %		Hours / Week		Efficiency Improvement	Time Saved	
	Info Wrkr	Task Wrkr	Info Wrkr	Task Wrkr		Info Wrkr	Task Wrkr

#### Document Collaboration

Document collaboration (collaborative authoring, sharing, reviewing, debating, mark-up, change consolidation)	60%	60%	2.09	0.23	0%	0.00	0.00
Meetings (document-collaboration-focused)	35%	35%	1.22	0.14	0%	0.00	0.00
Document management	5%	5%	0.17	0.02	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>3.49</b>	<b>0.39</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>

#### Workflow (routing)

Workflow activities – paper-based (review, approval, routing, signature collection)	50%	50%	0.44	0.12	0%	0.00	0.00
Workflow activities - electronic	50%	50%	0.44	0.12	0%	0.00	0.00

<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>0.87</b>	<b>0.23</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>
--	-------------	-------------	-------------	-------------	-----------	-------------	-------------

### Coordination / Project Mgmt

Document-creation-intensive project coordination/management (issue tracking, task management, document status)	70%	70%	0.65	0.09	0%	0.00	0.00
Coordination of other business activities	30%	30%	0.28	0.04	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>0.93</b>	<b>0.12</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>

### Other

Reporting - Disseminating and managing documentation/reports	70%	90%	0.37	0.07	0%	0.00	0.00
Social networking (connecting people, sharing re-usable knowledge)	30%	10%	0.16	0.01	0%	0.00	0.00
Other	0%	0%	0.00	0.00	0%	0.00	0.00
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>0.52</b>	<b>0.08</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>
			<b>5.82</b>	<b>0.83</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>

### PC Systems Management

Activity	Time %		Mins / Week		Efficiency Improvement	Time Saved (Mins)	
	Info Wrkr	Task Wrkr	Info Wrkr	Task Wrkr		Info Wrkr	Task Wrkr

#### Support, Self-Help, & Learning

Support time (helpdesk)	20%	20%	4.7	2.7	15%	0.7	0.4
Unproductive resolution lag time (downtime)	15%	15%	3.5	2.0	15%	0.5	0.3
PC upgrade; OS re-install	5%	5%	1.2	0.7	23%	0.3	0.1
Install SW, patches, peripherals, drivers	20%	20%	4.7	2.7	25%	1.2	0.7
Self-help - system "how-to" questions; Peer support	40%	40%	9.3	5.3	6%	0.6	0.3
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>23.28</b>	<b>13.30</b>	<b>14%</b>	<b>3.21</b>	<b>1.83</b>

#### Performance

Processor/HDD response time	30%	30%	5.0	2.5	50%	2.5	1.2
Network/Server response time	30%	30%	5.0	2.5	50%	2.5	1.2
PC start-up, shut-down, resume	40%	40%	6.7	3.3	20%	1.3	0.7
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>16.63</b>	<b>8.31</b>	<b>38%</b>	<b>6.32</b>	<b>3.16</b>

#### Mobility & Remote Connectivity

Remote & wireless connectivity, Network issues	20%	20%	2.3	0.4	10%	0.2	0.0
Lost productivity due to dead laptop battery	15%	15%	1.7	0.3	12%	0.2	0.0
Laptop shut-down, start-up, wake/resume	45%	45%	5.1	0.9	12%	0.6	0.1

Time managing/accessing files for off-line use	20%	20%	2.3	0.4	9%	0.2	0.0
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>11.31</b>	<b>2.00</b>	<b>11%</b>	<b>1.24</b>	<b>0.22</b>

### Security & Privacy

Security pre-cautions	90%	90%	7.8	4.5	18%	1.4	0.8
Virus, adware and other security issues	5%	5%	0.4	0.2	25%	0.1	0.1
Intrusion, unauthorized use, data loss	5%	5%	0.4	0.2	25%	0.1	0.1
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>8.65</b>	<b>4.99</b>	<b>18%</b>	<b>1.57</b>	<b>0.91</b>

### System UI Navigation

User Interface navigation	75%	75%	3.0	2.0	18%	0.5	0.3
Change system settings, preferences	25%	25%	1.0	0.7	18%	0.2	0.1
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>3.99</b>	<b>2.66</b>	<b>18%</b>	<b>0.70</b>	<b>0.47</b>

### Availability & Reliability

Recovering from crashes/conflicts	70%	70%	1.9	1.4	35%	0.7	0.5
Rework due to lost work	30%	30%	0.8	0.6	35%	0.3	0.2
<b>Total (Time % must sum to 100%)</b>	<b>100%</b>	<b>100%</b>	<b>2.66</b>	<b>2.00</b>	<b>35%</b>	<b>0.93</b>	<b>0.70</b>

### Total (Hours per Week)

<b>1.11</b>	<b>0.55</b>	<b>21%</b>	<b>0.23</b>	<b>0.12</b>
-------------	-------------	------------	-------------	-------------

### Non-Computing-Related Activities

<b>11.92</b>	<b>18.01</b>	<b>0%</b>	<b>0.00</b>	<b>0.00</b>
--------------	--------------	-----------	-------------	-------------

### Total

<b>27.7</b>	<b>27.7</b>	<b>1%</b>	<b>0.4</b>	<b>0.3</b>
-------------	-------------	-----------	------------	------------