



Return on Investment

A comprehensive case study comparing self-managed, IT support on Time and Material and Platinum 24x7 Monitoring

This document is a comparative study of different methods you can employ to manage your IT infrastructure. For the purpose of comparison, we look at three different options in which you can manage your IT infrastructure- manage it yourself (Self-managed), manage through an IT support vendor charging you on a “Time and Material” basis or you can rely on Platinum 24x7. The document discusses various facts related to achievable hard dollar savings and soft ROI benefits for each option. For illustration purpose, we will present a case study of a typical small or medium business having 40 user desktops, three servers (one Mail server, one Database server and one File/print server), one firewall, one router, two switches and one network printer. Below you will find a detailed analysis of the options available to you:

Self-managed:

Consider a case in which you decide to manage your IT network by hiring your own full-time staff which comprise a decent network or IT administrator. It will cost you between \$40,000 and \$60,000 depending on your location and the local labor rates. For this illustration, we will fix this cost at an average of \$45,000. Additional costs for staff including benefits, sick and vacation leaves plus 7.5% payroll tax is about \$12,975. Furthermore, you will need to purchase IT management system and required hardware; we assume its one-time cost \$10,000. Your staff training on the management software would cost you \$2,500 more. In sum, you end up spending \$60,475 annually and about \$10,000 as one time expense.

IT support on Time & Material basis:

Suppose you decide on a third-party vendor to manage your IT infrastructure on a Time & Material basis. They would charge you approximately \$100 per hour with an average call time of 1.5 hr per call and \$25 towards travel charges. Assuming one call logged per server per month, a total of eight calls for workstations per month and an additional two calls per month to attend to problems related to Firewall, Switches and Network Printers. You end up spending @\$2,275 per month or @\$27,300 annually on this option. In this model, on an average 40% of the IT issues are managed by the vendor, the balance being handled by end users themselves.

Platinum 24x7:

Platinum 24x7 would include proactive monitoring your Servers and manages your Mail Sever and Database Server. It carries out preventive maintenance on your Desktop along with maintaining Network devices for optimal performance. End-users can call on toll-free number to inform us their day-to-day operational issues, which would be attended by our expert help desk staff. We charge for our Full services @\$7 per month per Desktop and @\$100 per month per Server, aggregating our total annual charges to 6,960.

Pricing	Self-Managed		T&M IT Support		Platinum 24x7	
	Annual	One-time	Annual	One-time	Annual	One-time
IT Staff	\$45000	\$0	\$27000	\$0	\$0	\$0
Staff Benefits	\$12975	\$0	\$8100	\$0	\$0	\$0
IT Management System	\$0	\$10000	\$0	\$0	\$0	\$0
Staff Training	\$2500	\$0	\$0	\$0	\$0	\$0
Managed Services Cost	\$0	\$0	\$27300	\$0	\$6960	\$0
Total with Supervisor	\$60475	\$10000	\$62,400	\$0	\$6960	\$0

Soft ROI Factors	Self-Managed	T&M IT Support	Platinum 24x7
Average time to response	Immediate	Immediate by remote access	Immediate by remote access
Percentage of IT problems addressed	100% All problems are attended to by the in-house team	60% End users try to fix some issues by referring to their colleagues to avoid the cost of calling IT help. They sometime live with the problem until the next visit of the IT support engineer	100% End users report all problems. With remote control techniques. Platinum 24x7 resolves 93% of issues instantly
Loss of productivity per year Per employee (hours) Total (hours) Estimated Dollar Cost	25 hours 1000 hours \$35,000	25 hours 1000 hours \$35,000	10 hours 400 hours \$14,000
Type of Support	Reactive for 8 hours	Reactive to down situations	Proactive monitoring on a 24x7 basis

Lost of productivity is computed @\$35 per hour per employee

Summary

The table given below presents the comparison of advantages and disadvantages of Platinum 24x7, Time and Material IT support management and Self-managed IT support management. It shows the benefits you get when you opt Platinum 24x7 services to manage your IT infrastructure and how it is worth going for.

Managed by:	Advantages	Disadvantages
Platinum 24x7	<ul style="list-style-type: none"> • Proactive management of IT infrastructure • 24 x 7 monitoring by group of experts • Remote Management reduces mean time to repair • Comprehensive management related to Desktops, Servers, Networks and Email protection • Reporting portal - access to wealth of information related to inventory, availability and performance • Enterprise Class IT management platform using Industry best practices • Predictable monthly billing • SLA based 	<ul style="list-style-type: none"> • Dependency on third party • Slightly Higher cost than some alternative options • Most work performed off-site so Customer does not see the tech\engineer
Time and Material IT Support	<ul style="list-style-type: none"> • Classical Model • Friendly vendors • Eliminates headache of hiring staff, training and system maintenance 	<ul style="list-style-type: none"> • Reactive management • No 24x7 monitoring • Pay as you use (unpredictable bills) • Billing on systems "Down" • Lack of expert group support • Delay in attending to problems due to physical travel to-site • Dependency on third party
Self Managed	<ul style="list-style-type: none"> • Complete control on the IT management process • Choice of management tools 	<ul style="list-style-type: none"> • IT management not a core business activity • Retaining IT experts may be difficult • High cost of training manpower

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