

END USER EXPERIENCE MONITORING: REAL-WORLD ROI EXAMPLES

Return on Investment is an important metric to consider as you approach your End User Experience Monitoring decision. You want to be sure you're making the right investment for your team, your users and your business.

Many other leaders have seen significant benefits from the technology that powers Teneo's WFA: Visible service under multiple use cases. To help you understand the potential gains for your organization, we've gathered a collection of real-world ROI examples below.



Shifting Left in the Service Desk

4%

A software company reduced their average Mean Time to Repair from an industry average 90 minutes to a class leading 60 minutes, saving an average of 4% per annum in lost IT budget spent previously tracking down resolutions.

10%

A healthcare company's Level 1 support solved 18% more cases and the first call resolution (FCR) rate was improved by 10%.

15%

33% of customers experience more than 15% reduction in ticket volumes.



Reducing the cost of IT assets

\$600k

A global bank found, on average, Visio, Adobe and MS Project were only used on 20% of the devices where they were installed. To date, 75k licenses have been uninstalled saving ~\$600k per annum per application.

7%

A healthcare company saved money by maintaining user experience while decreasing their annual spend on unnecessary software licenses by 7%.

17%

A nationwide insurance company identified devices that needed replacing/upgrading rather than sticking to a strict 3-year refresh cycle. They saved 17% off of their Desktop Refresh budget.

\$19.8m

A financial services company avoided \$19.8m costs in device refresh for 60,000 users.

100%

Previously, a leading US law firm spent circa \$2,400 on a basic laptop setup, but discovered that their devices were under-specified for end user requirements. They changed their laptop manufacturer from Lenovo to Dell, which resulted in savings of \$600 per unit and a 50% jump in hardware capacity, as well as a 100% improvement in performance.

Optimizing End User Computing



\$10m

A top 5 global bank previously had a 5-year device refresh policy, meaning that 20% of their 350k devices were replaced each year. They realized however that 45% of these devices were delivering good enough performance and didn't need to be refreshed, resulting in a cost avoidance of \$10m.

\$20m

A global bank identified VDIs that were under-utilized / not utilized. They estimated the TCO of a VDI was \$2k and have turned off 10k VDIs to date, leading to a cost saving of \$20m.

4x

An Australian bank identified that their Zscaler and internal Exchange servers were running 4X slower than direct to O365 Expressroute and their internal proxy servers were running 2X slower.

30%

Each month, a global engineering, management & development consultancy firm generates a report of its top 50 users whose experience rating is lowest and can proactively call them to help resolve performance issues, for example, by adding memory and clearing disk space. From this activity, users have seen up to 30% performance improvements.

Maximizing Productivity from Business Applications

20%

A top 5 US bank identified IT projects that drove continuous improvement of workforce productivity and customer service and delivered a 20% workforce productivity improvement over 3 years.

34%

A person-to-person online retailer improved their call center application performance by 34%.

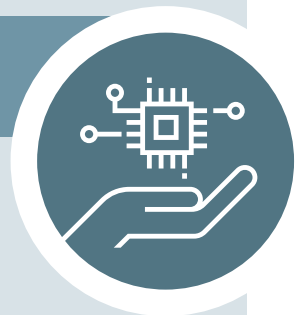
5%

A global financial service provider was able to rollout new applications up to 50% faster to 65,000 endpoints, delivering a 10% increase in application performance and a 5% increase in user productivity.

Getting Major Change Initiatives Right First Time

On Time

An electrical equipment manufacturer had issues with a mobile app used by field technicians to manage customer jobs. When the issue stalled user adoption, negatively affecting productivity and service, they were able to resolve the problem and put adoption back on track.



Right First Time

When planning for a Win 10 deployment, each department within a global bank upgraded one device to Win 10 to compare & validate their experience against Win 7 baselines. Subject to the readiness testing, any incompatibility issues were fixed prior to deployment so their rollout was right first time.

We'd be happy to help you estimate your own ROI metrics through our ROI calculator. To get started, please get in touch.

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Most IT Infrastructure and Operations teams are overworked and struggle to introduce new technology. At Teneo, our Work From Anywhere IT services combine leading technology with expert guidance, so you can embrace innovation with confidence.