Bytes Managed Workspace
Cost Benefit Analysis Workshop

Helping you plan for the move to a modern working environment.

Bytes Software Services and Core Technology Systems (U.K.) Limited are offering a free of charge (FoC) workshop to help you decide whether to outsource your desktop management.

The aim of the cost benefit discussion is to help inform the decision process and feasibility of a given services, through collation of useful data points based on reasonable information available at the time.   This will help quantify value and could form a supporting role towards or be further developed into a business case.

The workshop will include a 2-hour interactive session followed by offline work which is completed internally.

1) Cost Benefit Discussion

We will facilitate discussions to collect existing costs or forecast likely forward cost projections to deliver an equivalent service internally. This will form useful data points from which you can evaluate costs benefits of services delivered internally vs packaged solutions/services delivered by 'best of breed' external specialists.

2) Benefit / Value

Costs will be an important factor into any decision-making process. But we aim to put this into context alongside the value and quality of service to form a more complete picture which empowers fully informed decision making.

Examples of areas for benefit evaluations can include (but won't be limited to):

- Service Quality
  - Improved Responsive, Compliance, Security and Data Control
- Customer Satisfaction Levels
  - Improved Employee Retention, Improved Productivity
- Service Level Assurances
  - Service levels Backed with Service Credits
  - Predictable service levels and responsiveness
- Continual Improvements
  - Known Future Roadmap
  - Evergreen by default

3) Costs

Examples of costs areas for analysis for the standard 80% include (but are not limited to):

- Service Desk Tooling and Survey tools (licensing, configuration, hosting, support etc.)
- Management/Monitoring Tooling (licensing, configuration, hosting, support etc.)
- Documentation Tools/Repository (licensing, configuration, hosting, support etc.)
- Example People costs:
  - Service desk 1st line support team
  - Service Desk Manager
  - Overall service Management
  - Architects per subject area
  - 2nd Line Support team
  - Hiring fees during churn, Training budgets

Interested in the Bytes Managed Workspace **Cost Benefit Analysis Workshop?** Contact us today on

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