

SHIFT-LEFT ROI CALCULATION WORKSHEET

This worksheet walks you through the calculation of what savings your organization can potentially see with a successful shift-left strategy. **Enter your average ticket volume and press return to calculate your savings.**

Assumptions based on HDI research*

- ✓ Average cost for a level 1 ticket = \$16
- ✓ Average service desk contact time = 8-10 mins
- ✓ Average cost for self-help resolution = \$2
- ✓ Average percentage of tickets moved to self-help = 30%

STEP 1

Average ticket volume per month

Average percentage of tickets moved to self-help

Total tickets moved to self-help

X =

STEP 2

Total tickets moved to self-help

Average cost per ticket

Average cost reduction per month

X =

STEP 3

Average cost reduction per month

Average cost of self-help

Average net savings per month

X =

STEP 4

Average net savings per month

Net savings per year

X =

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