**Subject:** Great Cost / Benefit Example, 25 to 1 Payback, User Story 1105, "Update Account and Contact" Button, Workflow

Guys- Here is a big example of the cost/benefit available with rapid Lightning / No Code solutions.

**User Story CC-1105  "Update Account and Contact" Button, Workflow**

This story is about replacing a five year old complex workflow that users do not use (because of little value.)

John asked for a cost / benefit analysis before we proceed – details below.

We are targeting **$196,000/year saved for cost of less than $10,000 (approximately 20 to 1 payback – in first year!)**

**Even if we cut the savings by 50% and double the cost we are still looking at a first year payback of 5 to 1**

**(and a 5 year payback of 25 to 1)**

This is what gets me out of bed in the morning.

Tom

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COST / BENEFIT QUICK GUESS, TOM AND JASON 1/2/2019, JOHN REVIEWED 1/3/2019

* 28 PIC agents
* 30-40 communications/day each on average
* About 60% of communications/day require some degree of “Advanced Search”. Estimating:
o 10 “Easy” (approx. 3 minutes each for manual searching, updating)
o 5 “Medium” (approx. 5 minutes each for manual searching, updating)
o 3 “Complex” (approx. 10 minutes each for manual searching, updating)
* Automation Goal: Save 50% of this time
* Approx. search time per agent per day: (10 \* 3 minutes/search + 5 \* 5 minutes/search + 3 \* 5 minutes/search = 70 minutes/day
* If save 50% of search time = 35 minutes/day saved
* 28 Agents \* 35 minutes / day saved \* 240 work days/year = 235,200 minutes = **3,920 hours/year saved**
* If $50/hr avg burdened cost for PIC Agent savings = **$196,000/year saved**
* COST OF INITIAL POC: Requesting approval for initial POC - if 40 hours \* $125/hr = **$5,000**