

Books24x7® Return on Investment (ROI) Analysis

Cost-Saving Solution

In a Books24x7 survey of Fortune 500 customers with offices in 24 countries, over 1,350 users indicated Books24x7 saves time with an average savings of 5.10 hours per month reported. Based on these savings, companies can save over a thousand dollars per employee, per year by decreasing annual downtime and driving productivity. The typical user session involves browsing or searching for specific information, accessing approximately eight to nine pages of content, fulfilling the mission and returning to the job.

The On Demand Platform – Time and cost savings

Employee downtime costs organizations money. This downtime is a result of not having employees proficient in necessary skills when they are required and not having immediate access to information when it is needed.

Based on market research performed by IDC research, employees spend on average 8.8 hours per week searching for information¹ — an activity which has become one of the most time-consuming tasks for information workers. Efforts related to creating, organizing, finding and analyzing information have also become significant time sinks, demonstrating that investment in better information access, management and collaboration tools and processes pays for itself, often in a matter of months². According to an Accenture Newsroom Survey³, middle managers may also accidentally use the wrong piece of information at least once a week and miss information of value to their jobs almost every day. One quarter of their time is spent searching for information, half of which is of no value to them. Books24x7 usage data illustrates how Books24x7 can be used to solve half of those needs and resolve issues 50 percent faster than current, inefficient methods.

By deploying the Books24x7 On Demand Platform, our ROI analysis demonstrates dollar savings in increased productivity, in full time employee gains and in reduced book purchases.

¹ IDC, “The Information Advantage: Information Access in Tomorrow’s Enterprise”, 10/2009

² IDC, “Hidden Costs of Information Work: A Progress Report”, 5/2009

³ Accenture Newsroom Survey, 1/2007

| Annual Dollar Savings Per Employee | | |
|------------------------------------|-------------|---|
| Annual Professional Salary | Hourly Rate | Annual Savings Per Employee With Books24x7 |
| \$80,000 | \$38.50 | $\$38.50/\text{hr} \times 5.10/\text{hrs} \times 12/\text{months} = \$2,356.20$ |
| \$40,000 | \$19.25 | $\$19.25/\text{hr} \times 5.10/\text{hrs} \times 12/\text{months} = \$1,178.10$ |

Calculating these figures across the enterprise on an annual basis quickly accumulates into substantial dollar savings as well as gains equivalent to full time employees.

| Annual Dollar Savings Across the Enterprise | | | |
|---|-------------|--|--|
| Annual Professional Salary | Hourly Rate | Annual Savings Per Employee With Books24x7 | Annual Savings Across 1,000 Employees With Books24x7 |
| \$80,000 | \$38.50 | \$2,356.20 | $\$2,356.20 \times 1,000 = \$2,356,200$ |
| \$40,000 | \$19.25 | \$1,178.10 | $\$1,178.10 \times 1,000 = \$1,178,100$ |

| Annual Gains In Full Time Equivalents* | | |
|--|------------------|-----------------------------------|
| Hours Per Month | No. of Employees | Annual Full Time Employees Gained |
| 5 | 1,000 | 30 |

*Based on 40 hours week, 50 weeks a year.

Savings in book purchases

The Books24x7 On Demand Platform diminishes the need for printed books by enabling employees to review content prior to purchase. In a survey of over 1,000 users, it was found that without Books24x7, 90 percent of respondents made book purchases ranging from a few to over 20 books per year. While over 50 percent of respondents purchased more than five books, the average purchase was 7.5 books per year.

With Books24x7 these purchases are reduced significantly with nearly 85 percent indicating a decrease ranging from 25 percent up to 100 percent, with an average reduction of 39.3 percent. At an average cost of \$50 per professional book, these reductions can result in substantial savings across the enterprise.

| | No. of Employees | Average No. of Books Per Year | Total No. of Books Per Year | Average Cost Per Book | Total Book Spending | Savings With Books24x7 |
|---------------------------|------------------|-------------------------------|-----------------------------|----------------------------|---------------------|------------------------|
| Current Purchases | 1,000 | 7.5 | 7,500 | \$50 per professional book | \$375,000 | |
| Purchases after Books24x7 | 1,000 | 2.95 | 2,950 | \$50 per professional book | \$147,500 | \$227,500 |

www.LeaderQuestOnline.com



LeaderQuest
 U.S. Corporate Headquarters
 6825 S. Galena Street, Suite 100
 Centennial, CO 80112
 Phone: (303) 832-4665
 Toll Free: (866) 378-0761
 information@leaderquest.net