



dago n.v. total IT solutions for the travel business

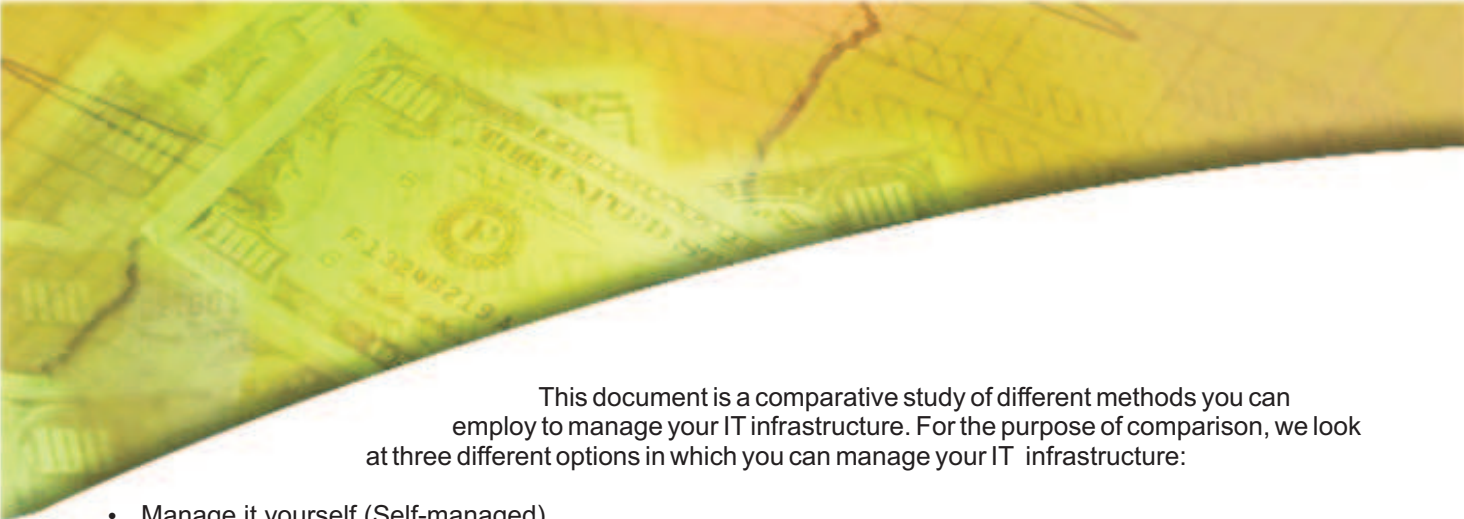
Return on Investment

A comprehensive case study comparing self-managed,
IT support on T&M and Our Services.



Engineering in
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This document is a comparative study of different methods you can employ to manage your IT infrastructure. For the purpose of comparison, we look at three different options in which you can manage your IT infrastructure:

- Manage it yourself (Self-managed)
- Manage through an IT support vendor charging you on a “Time and Material” basis
- Managed by the dago n.v. total IT infrastructure solution

The document discusses various facts related to achievable hard euro savings and soft ROI benefits for each option. For illustration purpose, we will present a case study of a typical small or medium business having 40 user desktops, three servers (one Mail server, one Database server and one File/print server), one firewall, one router, two switches and one network printer. Below you will find a detailed analysis of the options available to you:

Self-managed:

Consider a case in which you decide to manage your IT network by hiring your own full-time staff which comprise a decent network or IT administrator. It will cost you between 40.000,00 € and 50.000,00 € depending on your location and the local labor rates. For this illustration, we will fix this cost at an average of 45.000,00 €. Additional costs for staff including benefits, sick and vacation leaves plus 34.67% payroll tax is about 15.600,00 €. Furthermore, you will need to purchase IT management system and required hardware; we assume it is a one-time cost of 10.000,00 €. Your staff training on the management software would cost you 2.500,00 € more. In sum, you end up spending 63.100,00 € annually and about 10.000,00 € as one time expense.

IT support on Time & Material basis:

Suppose you decide on a third-party vendor to manage your IT infrastructure on a Time & Material basis. They would charge you approximately 100,00 € per hour with an average call time of 1.5 hr per call and 50,00 € towards travel charges. Assuming one call logged per server per month, a total of eight calls for workstations per month and an additional two calls per month to attend to problems related to Firewall, Switches and Network Printers. You end up spending 2.200,00 € per month or 26.400,00 € annually on this option. In this model, on an average 40% of the IT issues are managed by the vendor, the balance being handled by end users themselves.

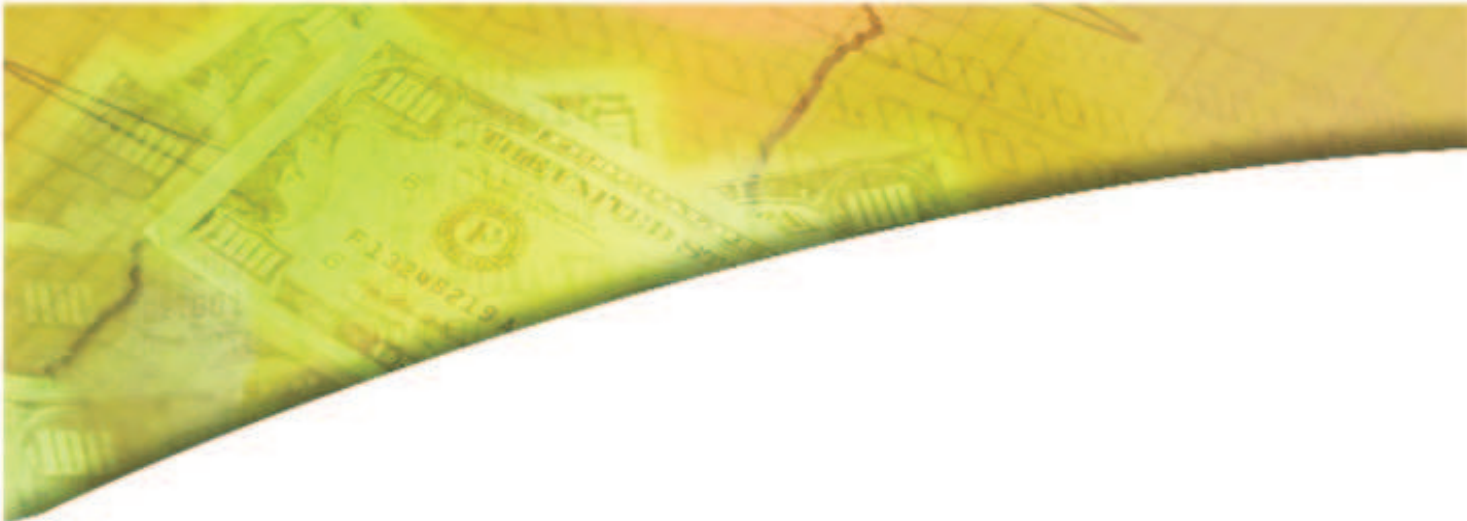
The dago n.v. all inclusive total IT infrastructure solution:

The dago n.v. total IT infrastructure solution would include proactive monitoring your Servers and manages your Mail Server and Database Server. It carries out preventive maintenance on your Desktop along with maintaining Network devices for optimal performance. End-users can call a help-desk number to inform us their day-to-day operational issues, which would be attended by our expert help desk staff. All on site interventions are included as well. We charge for our Full services 38,00 € per month per Desktop, 125,00 € per month per Server. In our example the monthly cost is 1.895,00 €, aggregating our total annual charges to 22.740,00 €.



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Pricing	Self-managed	IT support on T&M basis	dago n.v. IT solution
IT staff	63.100,00 €	26.400,00 €	22.740,00 €
IT Management System	10.000,00 €*	0,00 €	0,00 €
Staff training	2.500,00 €	0,00 €	0,00 €

* assumption cost for purchasing hardware and management software

Soft ROI factors	Self-managed	IT support on T&M basis	dago n.v. IT solution
average time to response	immediate	2-4 hours, depending on time to travel to site	immediate through NOC
percentage of IT problems adressed	100 %, All problems are attended to by in-house team	40 % End users try to fix some issues by referring to their colleagues to avoid the cost of calling IT for help. They sometimes live with the problem till the next visit of the IT support engineer.	100 % Using the help desk number, end users report a problem. With remote control techniques dago resolves 93 % of all issues instantly.
Loss of productivity per year per employee (hours) total hours estimated cost	. 25 hours 1.000 hours 35.000,00 €	. 50 hours 2.000 hours 70.000,00 €	. 10 hours 400 hours 14.000,00 €
Type of support	Reactive for 8 hours	Reactive to down situations	Proactive monitoring on 24 x 7 basis, help desk & on site interventions during office hours



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Summary

The table given below present the comparison of advantages and disadvantages of the dago total IT solution, Time & Material IT support management and Self managed IT support management. It shows the benefits you get when you opt for the dago n.v. services to manage your IT infrastructure and how it worth going for.

Managed by:	Advantages	Disadvantages
dago	<ul style="list-style-type: none"> proactive management of IT infrastructure 24x7 monitoring by group of experts remote management reduces time to repair comprehensive management related to desktops, servers, networks and e-mail protection enterprise class IT management platform using Industry best practices predictable monthly billing, all inclusive SLA based best buy solution compared to other models 	<ul style="list-style-type: none"> dependency on third party less face to face contact
IT support on T&M basis	Advantages	Disadvantages
	<ul style="list-style-type: none"> classical model friendly vendors eliminates headache of hiring staff, training and system maintenance 	<ul style="list-style-type: none"> reactive management no 24x7 monitoring pay as you use (unexpected billing) billing on system "down" lack of expert group support delay in attending to problems due to physical travel to site
Self managed	Advantages	Disadvantages
	<ul style="list-style-type: none"> complete control of the IT management process choice of management tools 	<ul style="list-style-type: none"> IT management not a core business activity retaining IT experts may be difficult most expensive solution

for more information on the dago n.v. total IT support solution please call us on +32 3 270 98 98

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