# Return On Investment calculation of ProWork® implementation

Client:                                        Erste Bank Group
Seminar dates:                                 10.-11.02.2016

## Assessment questions and ROI evaluation

1. **How many Emails do you have residing in your Inbox right now (read and unread)?**
   Before ⌀199, after ⌀22, an 89% decrease. This means that 177 Emails less per employee are now stuck in the inbox waiting to be processed. Information flows better and colleagues get their feedback in a timelier fashion.

2. **How much time do you spend going through your Emails and writing replies daily?**
   Before ⌀115 min/day, after ⌀73 min/day, which means that 42 minutes less time per employee is spend on going through, reading, re-reading and answering Emails every day. This is excellent but still possible to enhance, by applying the ProWork method within teams and departments (more direct delegation of tasks, instead of writing emails and going to meetings).

3. **How much time do you spend daily on searching for information on your hard-drive or network folders?**
   Before ⌀52 min/day, after ⌀10 min/day, which means that 42 minutes less time per employee is spend on searching for documents and old emails every day, thanks to the proper and intelligent utilization of Outlook Tasks. The participants are now much better organized and little effort is needed to maximize any further efficiency gains in this area.

4. **How much time do you spend daily on archiving information on your hard-drive or network folders?**
   Before ⌀28 min/day, after ⌀10 min/day, which means that 18 minutes less time per employee is spend on thinking about where to store documents and organizing them. This reflects the enhanced efficiency gained by linking emails and documents to your Outlook Tasks.

5. **How much time do you spend daily on searching for information in your (paper) filing system?**
   Before ⌀20 min/day, after ⌀10 min/day, which means that 10 minutes less time per employee is spend on searching for paper documents every day. This reflects a strong move away from a paper based office.

6. **How much time do you spend daily on archiving information in your (paper) filing system?**
   Before ⌀13 min/day, after ⌀10 min/day, which means 3 minutes less time per employee is spend on filing paper documents every day. However, only a few participants seem to deal with paper to a larger extent, so this should be reviewed on an individual basis.

7. **How often do suffer unscheduled and unnecessary interruptions in your daily work?**
   Before ⌀13 min/day, after ⌀8 min/day. The 5 minutes gained is a good result on average for such a low initial number.

## Method

This analyzes is based on the answers given from 6 participants before and 4 participants after the seminar. Of course the calculation compensates for this difference and shows the average numbers per participant. All answers are also based on median values and hence are a rather conservative evaluation of the effects from the Seminar. The full Excel calculation is available upon request, but ought not to be read uncommented.

## ROI Results

- The total time saved per employee measures **120 minutes per day!**
- This means a saving of **€ 21.000 per employee and year,** based on an average cost per employee of total € 50,000 p.A. and 220 active working-days p.A.
- The ROI per employee thus equals **55 times the investment** in the course!