



# Unified Communications ROI Calculator

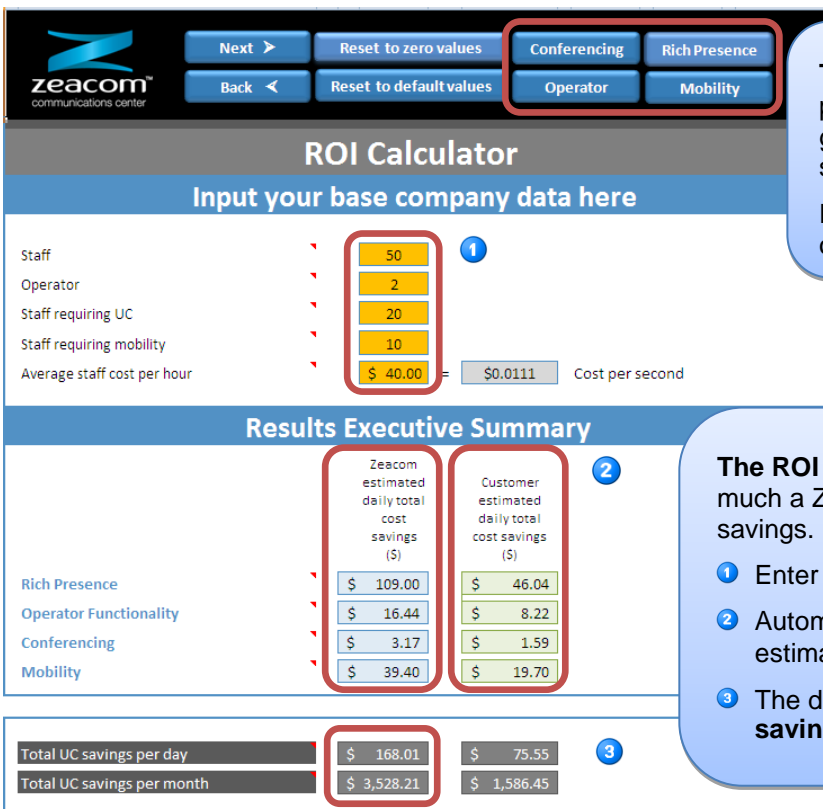
Determine the Hard Savings of a ZCC Solution

Find out how you can save many \$1,000s every month

It's a debate that's currently attracting huge attention around the world: 'Do Unified Communications solutions provide a solid Return on Investment?'

At Zeacom we try to remain modest and realistic when it comes to ROI claims. We've created a simple ROI Calculator that shows you the financial benefits of a ZCC solution, based on the actual time savings your staff will realize by using smart UC tools.

- We focus only on those UC aspects that are considered unique to ZCC – compared to other vendors
- We show you the ROI you can expect, using one or more elements of our UC productivity tools
- You can easily adjust the figures in the ROI Calculator to reflect your business reality



**ROI Calculator**  
Input your base company data here

Staff: 50  
Operator: 2  
Staff requiring UC: 20  
Staff requiring mobility: 10  
Average staff cost per hour: \$ 40.00 = \$0.0111 Cost per second

**Results Executive Summary**

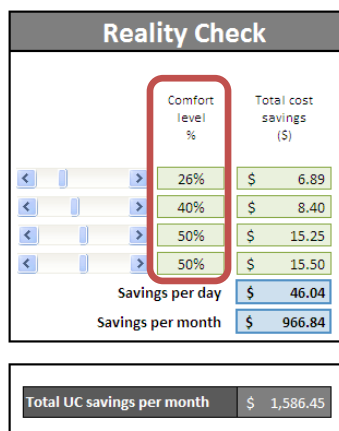
	Zeacom estimated daily total cost savings (\$)	Customer estimated daily total cost savings (\$)
Rich Presence	\$ 109.00	\$ 46.04
Operator Functionality	\$ 16.44	\$ 8.22
Conferencing	\$ 3.17	\$ 1.59
Mobility	\$ 39.40	\$ 19.70

Total UC savings per day: \$ 168.01 (Zeacom) / \$ 75.55 (Customer)  
Total UC savings per month: \$ 3,528.21 (Zeacom) / \$ 1,586.45 (Customer)

The easy to use ROI Calculator focuses purely on those unique ZCC advantages that generate additional savings – on top of the savings any generic UC solution would offer. Each functionality set lets you make your own calculations.

- The ROI Calculator shows you at a glance how much a ZCC solution is expected to generate in savings.
- 1 Enter your **company figures**
  - 2 Automatically see the **daily total savings** (our estimates or your adjusted estimates)
  - 3 The daily savings are automatically translated into **savings per month**

## It's Easy to Use the ROI Calculator



In today's economic environment, it's essential to prove the ROI of any business solution. Without it, projects are unlikely to go ahead.

With that thought in mind, we've created the ZCC ROI Calculator. It can provide you with the ROI details that will help your team decide whether a UC solution makes economic sense for your organization. You can enter the relevant figures yourself, or in collaboration with your ICT provider.

Ask your Account Manager to show you the ROI Calculator. Once you've seen how it works it's easy to share insights with others, such as your CFO.

Compare the ZCC time-saver shortcuts with the traditional laborious ways of transferring calls, finding somebody to answer a call, setting up a conference call, or getting tangled up in voice mail jail – and the result is time savings that translate into financial savings. At the same time, your customer service levels will improve as well.

To make sure the calculations reflect your business reality, you can adjust your '**Comfort Levels**' and see calculations that you trust. Please be aware though, that our ROI estimates are conservative. Reality should surpass our calculations as everybody saves little bits of time, all the time.

## Additional ROI Gains

The ZCC ROI Calculator focuses only on those features that ZCC offers over and above most other vendors. Your will make our ROI Calculator savings on top of the **standard ROI** of generic UC solutions.

Any common conferencing solution, for example, enables businesses to reduce costs since they will no longer use conference bridges and their staff will cut down on travel expenses. These standard kinds of savings are additional to what the ROI Calculator demonstrates.

## The Unified Communications ROI Debate

Industry analysts talk about two types of UC solutions and benefits.

1. **User** productivity or **UC-U benefits** are considered difficult to quantify because they are based on personal productivity and efficiency. Other vendors usually express UC-U benefits in terms of 'soft dollars', as their platforms have limited capability. The ZCC ROI Calculator makes 'soft dollars' measurable by converting time savings into realistic 'hard dollars'.
2. **Business** productivity or **UC-B benefits** refer to automation that is enabled by integrating communications into business processes. By automating interaction processes, human latency and time lags are reduced, thus helping companies change the way work is completed and create huge savings with a visible impact. Traditionally these are considered the more significant ROI benefits.

## More Information

Zeacom provides a range of tools to help you determine the ROI of specific ZCC solutions:

- **The ROI Calculator** – To demonstrate the **UC-U benefits** of Rich Presence, Operator Console, Executive Mobile and Executive Conference (others will be added shortly).
- **ROI Case Studies** – To demonstrate **UC-B benefits** through solutions such as IVR, enhanced routing etc.
- **ZCC Fact Sheets** – To demonstrate the **standard ROI benefits** of ZCC's wide range of functionality.

Ask your Account Manager to show you our ROI Calculator. For our other tools, visit: [zeacom.com](http://zeacom.com)