

Support Associates, Inc.

Case Study

Client: A mid-sized company with a retail oriented product consisting of both hardware and application software for the PC market. The company was providing customer support 8AM to 5PM Monday through Friday with an in-house staff of five employees - one Manager and four agents. Call and e-mail volume was 350 calls and 150 e-mails per week with calls averaging nine minutes and e-mails averaging 2.5 minutes. Employees receive health insurance, 10 days of paid vacation, 5 paid sick days and 6 paid holidays per year.

Annual Cost - Technical Support Provided with In-house Staff

Payroll: ITEM	Rate	Annual
Manager	\$ 20.00	\$ 41,600
Senior Technician	\$ 16.00	\$ 33,280
Technician	\$ 13.75	\$ 28,600
Technician	\$ 12.50	\$ 26,000
Junior Technician	\$ 11.00	\$ 22,880
Sub Total		\$ 152,360
FICA/Medicare	7.65%	\$ 11,656
Workers Comp	1.20%	\$ 1,828
Health Insurance	\$ 600.00	\$ 3,000
Unemployment	\$ 400.00	\$ 2,000
Total Payroll Related		\$ 170,844
Other:		
Facilities		\$ 3,600
G&A Allocation		\$ 4,000
Workstations		\$ 5,000
Telephone		\$ 10,000
Total Other		\$ 22,600
Total Annual Cost of In-house Technical Support		\$ 193,444

350 Calls per Week	@9 Minutes	3150
150 Emails per Week	@2.5 Minutes	375
Tech Support per week	Minutes	3525
Tech Support per Year	Minutes	183300

TOTAL COST per Minute for In-house Support \$ 1.06

After analysis the client chose SAI to provide 24x7x365 support. By outsourcing with SAI, the COMBINED cost of the retained In-house staff plus **SAI reduced the Total Cost of support by more than 25%** and gained the client 24x7x365 coverage with just the right amount of staffing to assure all calls were answered **BECAUSE the cost was only for actual contact time.**

Total Annual Cost of SAI Technical Support	\$ 144,010
Client Bottom Line Savings	\$ 49,434