A WASTE OF TIME AND MONEY?

HOW IMPROVING THE HEALTH OF YOUR DESKTOPS AND LAPTOPS COULD BE SAVING YOUR USERS TIME AND YOUR ORGANISATION MILLIONS OF DOLLARS

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OCTOBER 2010

ABSTRACT: This whitepaper sets of the 1E view of the costs associated with unnecessary user downtime due to unhealthy, unresponsive and slow laptops and desktops and how 1E Computer Health™ (as part of WakeUp™) could help drive down costs while driving up user productivity.

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"Users can spend up to 30 minutes a day waiting for their PC's to load or reboot
Find and Fix Issues That Are Slowing Your Boot Process, Gartner, September 2009

In a recent survey, published by MyJobGroup, six percent, or 2 million, of Britain's 34 million-strong workforce spends over one hour per day on social media while at work, amounting to more than one eighth of their entire working day.[1] According to that survey, work time lost on Facebook, Twitter and other social media networks could potentially be costing Britain up to $22.16 billion (£14 billion GBP). One hour of lost time every day is, according to MyJobGroup, seriously hampering companies' efforts to boost productivity in the midst of a fragile economic recovery.

At 1E, we couldn't agree more, we're just not sure that using Facebook is the worst cause of lost user productivity.

The reality is that problems with slow, unresponsive or aging desktop PC's or laptops waste as much, if not more user time, than social networks or general web surfing ever will. According to a recent Harris Interactive poll on behalf of Intel[2], eight out of ten U.S. adults get frustrated waiting for their technology to load, while the average computer user spends about 13 minutes every day just waiting for their technology to catch up to them, which equates to up to 3 lost days a year. Add to that Gartner's findings that users can spend up to 30 minutes each and every day just waiting for their PC's to load or reboot[3], and the true picture begins to emerge.

In fact your users could be spending up to an hour every day just waiting for their slow and unresponsive desktop or laptop computer to do something useful.

And these concerns are not without merit. According to Gartner, the average unplanned downtime on mission-critical applications has increased by 56% - from 8.1 to 12.6 hours per month. In large organizations (with more than 2,500 users), the average downtime has increased by 69% from 8.7 to 14.7 hours per month.[4]

So we can gauge how much time users spend waiting, but can we gauge how much money all that waiting around is actually cost your organization?

Hidden Costs

There have been many reports on the cost of business downtime due to major computer or network failures, but what about the cost of the daily downtime experienced by most users as they wait for their laptops or desktops to process a simple transaction, load an application or reboot after a crash. Well there are figures out there; you just have to know where to look.

Based on figures from Gartner the average Total Cost of Ownership for every PC in your organization will be $4,850.33. No real surprise there. But Gartner estimate lifetime costs for repair and maintenance to be as high as $2,162.89 per PC, nearly half of the average TCO.[5] With an additional $128.09 per PC that Gartner attribute to lost productivity incurred by users due to unforeseen downtime.

That means that over half the TCO of that PC is caused by repair, maintenance and downtime costs.

Let's look at those figures in a little more detail.

Every PC is costing you $2,162.89 to maintain and repair. So if you have 5,000 PCs, that's over $10m spent over the average life of those PCs. Assuming that life cycle is an average four years, maintaining and repairing those 5,000 machines is costing you $2.5m every year.

Then add in the cost of lost productivity due to forced shut downs, reboots and errors. At $128 per PC, that adds a further $640,000 in costs ($160,000 every year).

In an organization with just 5,000 PCs then, that means an avoidable spend of $2.66m every year, or $532 per PC per year. In a business with 100,000 PCs the costs could be staggering, at a total of $53m a year!

$53m a year in avoidable costs, simply by improving the health of your desktops and laptops. $53m a year that could be saved by making sure users have access to stable, patched and usable machines.

Computer Health

All computers slow down over time, no matter how carefully they're used. What started out as a speedy new PC has probably over time become slow and unresponsive, especially if you've had it for a few years. Slow performance not only results in low productivity but also needless frustration.

Imagine a desktop or laptop that can take care of itself when it comes to servicing, software upgrades or troubleshooting. Imagine a desktop or laptop that is always healthy, always patched and always available when needed, both to the user and to IT administrators.

While it might seem as likely as a baby making its own appointment at the doctor, for 1E customers, it's already a reality.

Computer Health™ is part of WakeUp™ from 1E, a dynamic and scalable wake-on-LAN solution that ensures every PC is available and ready to be patched day or night, reducing the burden of administrator support.

Computer Health proactively identifies issues with desktops and laptops and automatically remedies them, either on the network or across the Internet, by proactively checking and dynamically repairing components. OS and hardware issues like slow reboots, system errors or hard disks showing signs of failure can be detected early, allowing remedial action to be taken, eliminating the risk of any data loss and improving user productivity. And Computer Health performs both instant and scheduled tests covering a range of areas including Microsoft Configuration Manager and SMS clients, OS security levels and system performance including CPU performance and available disk space. Tests can also be tailored and expanded to match current desktop configurations and applications, ensuring that a complete picture of the health of every machine on your network emerges.

By minimising downtime, Computer Health ensures that users remain consistently productive during their working day because they always have access to a healthy machine.

WakeUp also improves the success of patches and software upgrade by allowing every PC to be powered on and patched out of hours, reducing the burden of helpdesk support and IT administrators. WakeUp will even allow you to wake up machines before users arrive in the office, ensuring that they can start work straight away.

Computer Health, improves the overall computing experience for both users and administrators by ensuring the performance and stability of your desktops and laptops. Computer Health reduces downtime, improves computer responsiveness, increases productivity and cuts costs.

Healthy Computers, Cost Less

1E believes all businesses would be better off by reviewing the true cost and nature of user inactivity and downtime due to faulty, unresponsive, slow and unhealthy desktops and laptops, than they would be by banning users from Facebook.

Users waste thousands of hours waiting for their computers to do something useful, in what Intel calls 'the hourglass syndrome' - watching and waiting as the hourglass spins on the screen. And that wasted time is wasting money, as much as $532 per PC per year, which in larger organizations could amount to an avoidable multimillion dollar waste every year.

Assuming there are 108m employees in the United States that require a PC to do their job[7], at a cost of $532 per year, maintaining and repairing slow and unresponsive machines could be costing American businesses $57.4 billion every year.

References

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