

FORRESTER®

The Total Economic Impact™ Of Ivanti Unified Endpoint Management (UEM) Solutions

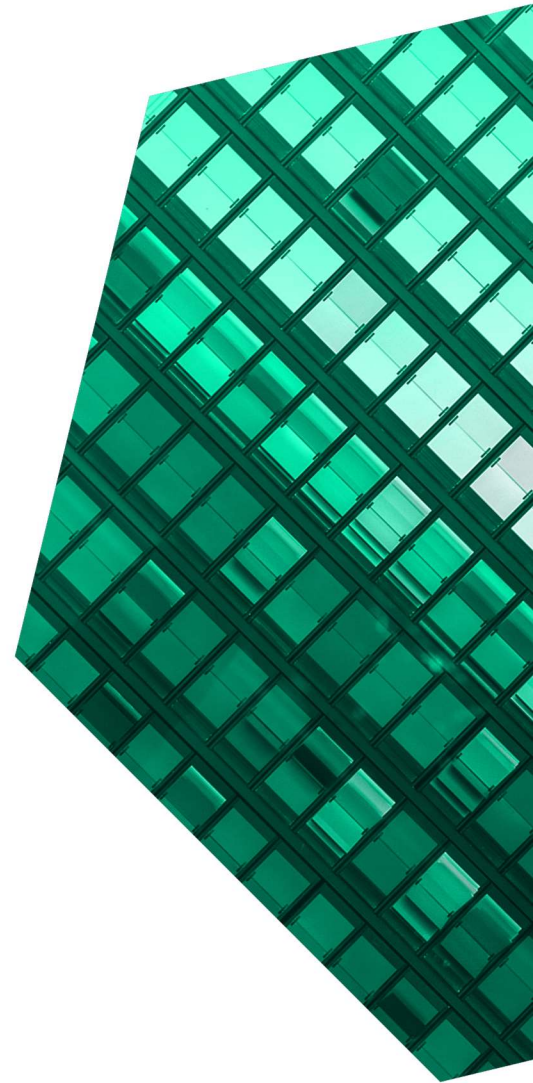
Cost Savings And Business Benefits
Enabled By UEM Solutions

JULY 2022

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Executive Summary

Organizations of all sizes face constantly evolving cybersecurity threats and vulnerabilities. Protection against these threats has become more challenging as anywhere-work policies become more entrenched in workforce management strategies. Ivanti combines unified endpoint management with a comprehensive patch management solution to support organizations' Zero Trust strategies across the entirety of employees' technology experiences.

Ivanti provides fully integrated and automated cloud-based unified endpoint management (UEM), enterprise service management (ESM), and end-user experience management (EUEM) capabilities that support and secure the entirety of an employee's technology experience anywhere they work. The Ivanti Neurons platform connects Ivanti's client management, mobile device management (from its MobileIron acquisition), and security to deliver full-stack automated unified endpoint management, Zero Trust security, and enterprise service management solutions that enable devices to self-heal and self-secure and empower users to self-service.

Ivanti commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying its UEM solutions.¹ The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of Ivanti's UEM solutions on their organizations.

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed four representatives with experience using Ivanti's UEM solutions. For the purposes of this study, Forrester aggregated the interviewees' experiences and combined the results into a single [composite organization](#) that is a multinational, industry-agnostic organization that manages 10,000 endpoints for a similar number of employees, growing 5% annually.

KEY STATISTICS



Return on investment (ROI)

261%



Net present value (NPV)

\$1.62M

Prior to adopting Ivanti, the interviewees noted their organizations lacked a comprehensive strategy for endpoint management and had accumulated a disparate set of tools to manage and secure their endpoints. The interviewees noted these tools lacked expansion capabilities, weren't customizable for reporting purposes, lacked automation capabilities, and did not integrate with their service desk solutions, resulting in inefficient manual processes to manage the IT environment and greater security exposure.

After investing in Ivanti, typically starting with one product and incorporating additional products and functionality over time, the interviewees' organizations achieved significant cost savings from automation, tool retirement, reclaimed software licenses, and enhanced end-user productivity from a self-healing environment. More accurate inventorying led to improved compliance, reduced risk of breach, and an improved security posture. Ivanti's unified endpoint management enabled faster troubleshooting and remediation through a unified dashboard.

KEY FINDINGS

Quantified benefits. Three-year, risk-adjusted present value (PV) quantified benefits for the composite organization include:

- **Endpoint delivery team cost savings by automated onboarding and provisioning.** Automated processes enable people managers at the composite organization to onboard employees with minimal intervention. End users use self-service portals for change requests to remove further time from software delivery processes. Ivanti’s machine-mapping capabilities ensure hardware updates go smoothly, cutting related service calls by half. Automated provisioning ensures assets are not kept longer than necessary, enabling compliance with lifecycle policies. Over three years, these labor savings come to \$717,000.

“It’s been very rewarding to have a tool that’s already got these leading-edge capabilities in it. We’re able to just tie in and improve our processes without too much headache.”
Integration engineer, footwear retailer

- **Improved security posture and administrative savings with automated patch management.** Ivanti’s Autofix capabilities enable the composite organization to automatically update and deploy prescreened definitions, saving time and allowing endpoint management teams to focus on patch compliance and other value-added activities. Over three years, these labor savings come to \$163,000.

- **More accurate inventorying enables savings by reclaiming software.** The composite organization saves money by reclaiming unused software licenses through better inventorying and integrated software license management processes. The risk-adjusted associated savings over three years come to \$439,000.
- **Savings from consolidating and retiring other endpoint management tools.** Because Ivanti offers an integrated suite, the composite organization eliminates other solutions, utilizing a single portal to service multiple needs. By unifying endpoint management under the Ivanti umbrella, the risk-adjusted associated savings over three years come to \$359,000.
- **End-user productivity from self-healing environment.** Self-healing enables automatic remediation of endpoint issues without human involvement and ensures that all software running on an endpoint can effectively run without disruption. The risk-adjusted associated savings over three years come to \$561,000.

“We do like the integration, having a full Ivanti stack.”
IT specialist, government

Unquantified benefits. Benefits that are not quantified for this study include:

- **More accurate inventorying.** Ivanti provides near instantaneous reporting on inventories, with much greater accuracy, prompting quick discovery and remediation of unknown devices.
- **The ability to patch devices off network.** Ivanti’s Cloud Service Appliance enables the composite organization to scan and patch

devices both on and off network, as long as it's connected to the internet.

- **Faster troubleshooting from a unified endpoint management dashboard.** Ivanti's unified dashboard for endpoint management provides a single place to go, saving time spent investigating issues.
- **Granular administrator access controls.** Ivanti's granular administrator access controls give the composite organization more options for setting up role-based access to endpoints.
- **Powerful imaging capabilities.** Ivanti's imaging capabilities come with robust filters for the agent settings, accommodating complex business rules for endpoint management.
- **User-friendly remote access functionality.** Ivanti's remote access feature doesn't require technicians to log in to the server, saving them a step when servicing clients.
- **User-friendly reporting.** Ivanti Xtraction, a reporting and dashboarding tool, allows the composite organization to pull data together from multiple sources and create high-quality, integrated reports suitable for upper management. Asset information is streamlined, and the reporting tools allow administrators to query on thousands of attributes.
- **Seamless portal management.** Ivanti's Portal Manager product serves as a landing page for employees to access software applications used throughout the enterprise. Portal Manager automatically repairs broken links so that users never experience problems accessing their applications.
- **A streamlined software license management process.** Ivanti enables the composite organization to streamline its software license management processes, ensuring more reliable compliance. The composite organization is able

to use a single tool to buy software, track licenses, and create and deploy packages in response to user requests.

- **Freed-up resources as a result of automation.** Ivanti's automation frees up valuable IT resources, enabling endpoint administration and delivery teams to work on more strategic projects.
- **Better communication/coordination between IT operations (IT ops) and security teams.** Ivanti's UEM solutions enable better communication between IT ops and security teams, as both teams can more easily share information with each other. Security teams are able to utilize Ivanti's analytic capabilities to see what's been patched and cross-check it with their own tools.
- **Positive end-user experience.** While computer reboots will always generate some number of complaints regardless of solution used, Ivanti's UEM solution allows the composite organization to schedule reboots for evening hours, decreasing some of that frustration. Proactive lifecycle management and the use of machine mapping to ensure all software applications are transferred over properly add to a more positive end-user experience.
- **Responsive vendor service and support.** The composite organization experiences Ivanti's top-notch service and support.

“Their capabilities have continued to grow as the product evolved.”
Director of IT and telecom support, deathcare

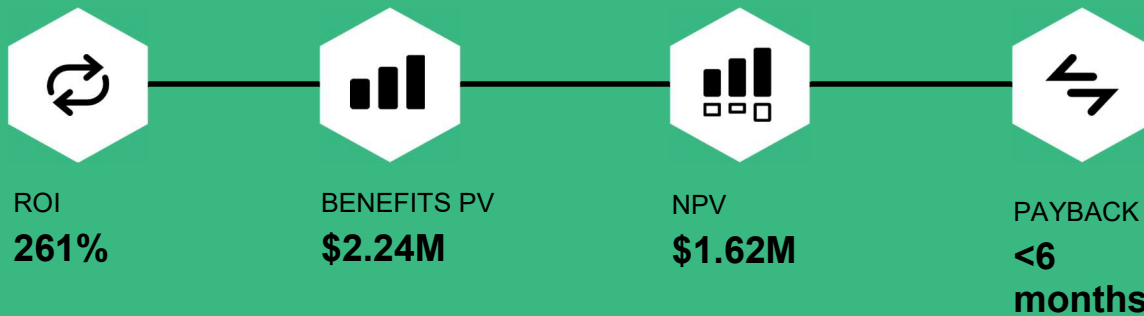
Costs. Risk-adjusted PV costs include:

- **Ivanti licensing and professional services.**
Licensing for Ivanti's UEM solutions varies based on the number and type of modules included and the number of endpoints managed. Ivanti also provides the composite organization packages of professional services at different price points. Total costs of licensing and professional services for the composite organization come to a NPV of \$555,000 over three years.
- **Deployment and ongoing maintenance.**
Deployment costs include time spent by members of the endpoint administration team to set up and deploy Ivanti's UEM solutions and receive initial training. Ongoing costs for the composite organization include 100 hours for routine maintenance and oversight, and 200 hours for upgrade projects. The three-year, risk-adjusted PV comes to \$65,000.

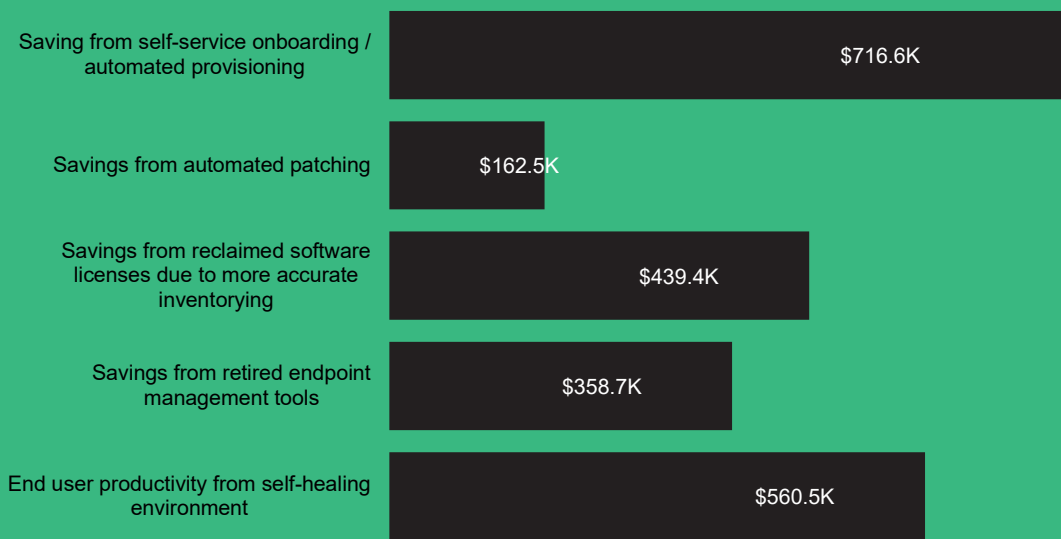
The representative interviews and financial analysis found that a composite organization experiences benefits of \$2.24 million over three years versus costs of \$619,000, adding up to a net present value (NPV) of \$1.62 million and an ROI of 261%.

“We call Ivanti our ‘ERP of IT.’ We like to be able to plug in solutions and modules under one vendor rather than have to buy everything as its own siloed solution.”

— Manager, infrastructure and endpoint delivery services, food production



Benefits (Three-Year)



I feel we went from systems that did their function to systems that provided a full solution. Some things you don't know you need until you're shown something that can do much more than you already had. At every turn, I've been impressed with what Ivanti has been able to provide.

— Manager, infrastructure and endpoint delivery services, food production

TEI FRAMEWORK AND METHODOLOGY

From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organizations considering an investment in Ivanti's UEM solutions.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that Ivanti's UEM solutions can have on an organization.

DISCLOSURES

Readers should be aware of the following:

This study is commissioned by Ivanti and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in UEM solutions.

Ivanti reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Ivanti provided the customer names for the interviews but did not participate in the interviews.



DUE DILIGENCE

Interviewed Ivanti stakeholders and Forrester analysts to gather data relative to UEM solutions.



INTERVIEWS

Interviewed four representatives at organizations using Ivanti's UEM solutions to obtain data with respect to costs, benefits, and risks.



COMPOSITE ORGANIZATION

Designed a composite organization based on characteristics of the interviewees' organizations.



FINANCIAL MODEL FRAMEWORK

Constructed a financial model representative of the interviews using the TEI methodology and risk-adjusted the financial model based on issues and concerns of the decision-makers.



CASE STUDY

Employed four fundamental elements of TEI in modeling the investment impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see Appendix A for additional information on the TEI methodology.

The Ivanti UEM Solutions Customer Journey

Drivers leading to the Ivanti UEM solutions investment

Interviews				
Role	Industry	Geography	Total Employees	Endpoints Managed
IT specialist	Government	United States	500 in department; ~95,000 total	~1,000 ranging from laptops, desktops and tablets
Manager, infrastructure and endpoint delivery services	Food production	Global	>20,000	~10,000, all Windows based laptops
Director of IT and telecom support	Deathcare	North America	>20,000	~25,000 endpoints, including laptops, kiosks, and presentation stations
Integration engineer	Footwear retailer	United States	350 office workers plus staff for 500+ stores	~3,000 Windows PCs, servers and POS systems

KEY CHALLENGES

Prior to adopting Ivanti, the interviewed decision-makers noted their organizations lacked a comprehensive strategy for endpoint management and had accumulated a disparate set of tools to manage and secure their endpoints, including separate tools for software deployment, patch management, remote control, asset management, IT service management, and knowledge management.

The interviewees noted how their organizations struggled with common challenges, including:

- **Lack of integration.** Interviewees described how their previous endpoint management solutions were isolated from one another, making processes and workflows less efficient. An IT specialist for a government agency expressed frustration with their prior UEM solution's lack of integration with their service desk solution: "You can get a lot of data from it, but there's no way to integrate it into your ticketing software, so you can't automatically cut a ticket. You have to do it manually." The director of IT and telecom support for a deathcare company noted how they streamlined their processes after moving everything into a single pane with Ivanti: "You can do one ticket across all of it. One incident. It's

"Historically, we would have one thing to deploy software, something else for remote control, asset management in one group, service management in another, knowledge management in a third. It just kept having multiple areas you had to go."

Director of IT and telecom support, deathcare, industry

a single place to go and look for everything and do what you need to do."

- **Limited features and ability to customize.** Prior solutions had limited administrative controls and reporting capabilities. For example, the IT specialist noted their remote access tools did not provide role-based access and limited permissions, "It was all or nothing in terms of level of access on the back end." Querying and reporting functionalities were also limited and

time-inefficient, requiring scripting queries and waiting another day for results.

- **Limited expansion capabilities.** Two of the interviewees described coming into their roles with the vision of transforming the endpoint delivery systems and noted their organizations' prior solutions fell short in this regard.
- **Limited automation opportunities.** After automating enterprise scheduling, one interviewee looked for other aspects to automate and endpoint management came under their purview.

- Right-sized company in terms of attention to service and support.
- Cost.

COMPOSITE ORGANIZATION

Based on the interviews, Forrester constructed a TEI framework, a composite company, and a ROI analysis that illustrates the areas financially affected. The composite organization is representative of the four decision-makers that Forrester interviewed and is used to present the aggregate financial analysis in the next section. The composite organization has the following characteristics:

Description of composite. The composite is a multinational, industry-agnostic organization that manages 10,000 endpoints for a similar number of employees, growing 5% annually. An IT staff of 40 FTEs maintain endpoint management and security. This team is organized into two teams focused on endpoint administration and support (e.g., onboarding, help desk). The organization uses Ivanti Neurons for UEM in the cloud to secure and manage its devices for its anywhere-work environment, paired with Ivanti Xtraction, which provides real-time console dashboards, customized reporting, and alerts.

“The previous solution just didn’t meet the needs of my vision or be able to expand for future growth for software licensing and future service desk integrations.”

Manager, infrastructure and endpoint delivery services, food production

INVESTMENT OBJECTIVES

The interviewees' organizations typically started with one Ivanti product and incorporated additional products and functionality over time. Interviewees sought out leading-edge capabilities and Ivanti's UEM products were considered among the most robust offerings on the market at the time. Other factors prominent in the repeated selection of Ivanti products included:

- Ease of integration and maintenance.
- Good vision and product roadmap.

Key assumptions

- **10,000 endpoints growing 5% annually**
- **15 FTEs responsible for endpoint administration**
- **25 FTEs responsible for endpoint support**

Analysis Of Benefits

■ Quantified benefit data as applied to the composite

Total Benefits						
Ref.	Benefit	Year 1	Year 2	Year 3	Total	Present Value
Atr	Savings from self-service onboarding/automated provisioning	\$275,421	\$288,849	\$302,845	\$867,114	\$716,632
Btr	Savings from automated patching	\$61,510	\$65,610	\$69,710	\$196,830	\$162,515
Ctr	Savings from reclaimed software licenses due to more accurate inventorying	\$127,500	\$178,500	\$234,281	\$540,281	\$439,449
Dtr	Savings from retired endpoint management tools	\$137,700	\$144,585	\$151,814	\$434,099	\$358,734
Etr	End-user productivity from self-healing environment	\$215,156	\$225,914	\$237,210	\$678,280	\$560,521
	Total benefits (risk-adjusted)	\$817,287	\$903,458	\$995,860	\$2,716,604	\$2,237,851

SAVINGS FROM SELF-SERVICE ONBOARDING/AUTOMATED PROVISIONING

Evidence and data. The interviewed decision-makers described how their organizations set up automated processes, enabling people managers to onboard employees efficiently and effectively with minimal intervention. End users used the same self-service portal for change requests, taking time out of the software delivery process. Machine mapping ensured hardware updates went smoothly, cutting related service calls by half. Automated provisioning ensured assets weren't kept longer than necessary, enabling compliance with lifecycle policies.

- The IT specialist for a government agency estimated they reduced the time IT spent on the onboarding process by 50% by automating workflows. The interviewee stated: "What we've developed now with Ivanti is an onboarding form that a supervisor can submit using the self-service portal. It automatically cuts a ticket and forwards it to the right teams. We don't have to do a checklist like we would before."

- The integration engineer at a footwear retailer estimated his team spent upwards of two to three days per device installing and configuring software because they were taking other support calls and working on other things at the same time. The interviewee stated: "Now, once it's imaged, they just install Ivanti and drag that device into all of the software tasks. It's done in 5 to 10 minutes, and they just check it at the end of the day to ensure all the applications are there. That's definitely saved time from the user onboarding process."

"We've had efficiency savings for sure."

IT specialist, government

- The integration engineer at a footwear retailer added that their software migrations were much more efficient through Ivanti. The interviewee stated: "One of the things I'm working on right

now is our in-store [point-of-sale] (POS) systems. There used to be many different archaic ways that we would go about deploying new software on them, sometimes using contractors and consultants to go out nationally to install this stuff. Now, we can write a script, build a PowerShell package, and just push it out.”

“I couldn’t imagine doing what we did before for that many people. Now, it’s just a push of a button and it’s deployed.”

Integration engineer, footwear retailer

- The manager of infrastructure and endpoint delivery services for a food production company said Ivanti had given them the ability to deploy self-service so that users can request software themselves, stating: “That’s really taken some time out of the software delivery process. We’ve had over 4,000 requests rolled through there in the last 18 months.”
- The manager of infrastructure and endpoint delivery services for a food production company added machine mapping to their provisioning process for hardware refreshes, stating: “It scans all the software you have on your old machine and automatically installs it on your new computer, so when you log in for the first time, you have all the programs you had before.” This interviewee noted machine mapping reduced new user calls by 55% just through this piece alone.
- The manager of infrastructure and endpoint delivery services for a food production company also described how, by automating imaging

through Ivanti, they outsourced that task to an outside agency, freeing up another FTE internally and cutting this expense 35% in the process.

- Finally, the manager of infrastructure and endpoint delivery services for a food production company described how Ivanti supported their organization’s lifecycle policy for devices, noting: “Just being able to make sure we don’t keep assets longer than we should, that whole calculation is now an automated process for us. As we get to within three months of the end of the lifecycle, we automatically reach out to replace the device. Before, we would have users reaching out to us, saying, ‘Hey, my lifecycle was actually a year ago,’ because we didn’t have the data to proactively measure it. But now, there’s so much information we can do automated through Ivanti that really gives us a policy on lifecycles. Now, we’re actually able to follow it.”

“We’ve tried to use Ivanti automation as much as we can. We really like the fact that it can span multiple departments.”

IT specialist, government

Modeling and assumptions. To model this benefit for the composite organization, Forrester assumes:

- The composite organization has 10,000 endpoints, an equal number of employees, and is growing both of these numbers 5% annually.
- The composite organization replaces 20% of its endpoint hardware every year on average.
- Before Ivanti, it takes five hours on average to configure a machine for use.

- After Ivanti is deployed and configuration is automated, this time is reduced by 95%.
- Before Ivanti, the composite organization's help desk receives 1,500 calls per year regarding hardware refresh issues, which take an average of 30 minutes to resolve.
- After the deployment of Ivanti's machine-mapping capabilities, the number of calls regarding hardware refreshes is reduced by 50%.
- The composite organization has 25 FTEs responsible for endpoint support functions (e.g., onboarding, helpdesk).
- Before Ivanti, 10% of this team's time is spent on imaging.
- After automating imaging with Ivanti, this team shifts this task to an outside agency, reducing this expense by 35%.
- The composite organization's endpoint support team earns an average salary of \$45,000 with 35% benefits costs.

Risks. Factors impacting the realization of this benefit include:

- The number and growth of endpoints managed in the organization.
- The frequency with which hardware endpoints are updated.
- The amount of time spent on onboarding and provisioning activities.
- The ability of the organization to effectively automate workflows relating to onboarding and provisioning with Ivanti, including Ivanti's machine-mapping capabilities.

Results. To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$717,000.

Savings From Self-Service Onboarding/Automated Provisioning					
Ref.	Metric	Source	Year 1	Year 2	Year 3
A1	Number of endpoints managed	Composite	10,000	10,500	11,025
A2	Percent of endpoints updated per year	Interviews	20%	20%	20%
A3	Number of endpoints updated	A1*A2	2,000	2,100	2,205
A4	Number of endpoints onboarded for new employees	Composite	500	525	551
A5	Subtotal: Number of endpoints updated or onboarded	A3+A4	2,500	2,625	2,756
A6	Time spent per endpoint on configuration before Ivanti (hours)	Interviews	5	5	5
A7	Percent of time saved from automating configuration with Ivanti	Interviews	95%	95%	95%
A8	Subtotal: Hours reallocated after automating configuration with Ivanti	A5*A6*A7	11,875	12,469	13,091
A9	Number of help desk calls regarding software updates before Ivanti	Interviews	1,500	1,575	1,654
A10	Time spent per call regarding software updates (hours)	Assumption	0.5	0.5	0.5
A11	Percent of help desk calls eliminated after machine mapping with Ivanti	Interviews	50%	50%	50%
A12	Subtotal: Hours reallocated after machine mapping with Ivanti	A9*A10*A11	375	394	414
A13	Size of team responsible for support functions (e.g., onboarding, help desk)	Interviews	25	26	27
A14	Percent of time spent on imaging before Ivanti	Interviews	10%	10%	10%
A15	Time spent on imaging before Ivanti (hours)	A13*A14*2,080 hours	5,200	5,408	5,616
A16	Percent of time saved from automating imaging with Ivanti	Interviews	35%	35%	35%
A17	Subtotal: Hours reallocated after automating imaging with Ivanti	A15*A16	1,820	1,893	1,966
A18	Subtotal: Hours reallocated after automating configuration, machine mapping and imaging with Ivanti	A8+A12+A17	14,070	14,756	15,471
A19	Fully burdened hourly compensation for support team	TEI standard	\$29	\$29	\$29
A20	Productivity recapture rate	Assumption	75%	75%	75%
At	Savings from self-service onboarding/automated provisioning	A18*A19*A20	\$306,023	\$320,943	\$336,494
	Risk adjustment	↓10%			
Atr	Savings from self-service onboarding/automated provisioning (risk-adjusted)		\$275,421	\$288,849	\$302,845
Three-year total: \$867,114			Three-year present value: \$716,632		

SAVINGS FROM AUTOMATED PATCHING

Evidence and data. The interviewees noted their organizations took advantage of Ivanti integration to automate several aspects of patch management. The time savings accrued from this allowed them to shift their focus to compliance for a stronger security posture.

- The integration engineer at the footwear retailer explained: “It took us a month to design and discuss how we wanted to automate patches. Once we had the policy built, it takes less than an hour to set up a rollout project and then the patching just happens. I don’t have to do it and I have confidence that what I’m looking at is accurate.”
- The integration engineer at the footwear retailer noted how the automated workflows for patching gave them greater peace of mind, knowing everything is working as it should. The interviewee stated: “Just the ability to create roles for our patches that we want in the environment and know that things are moving from test to beta to production in the correct phases, given all the criteria and configurations. Just being able to breathe a little easier about how and why patches are being deployed in the way they’re being deployed.”
- Two other interviewees praised Ivanti’s Autofix capabilities, which enabled them to automatically update and deploy prescreened definitions. According to the IT specialist at the government agency, “We know for certain applications, patches come out monthly, so we can flag those applications as preapproved for patching so when new patches come out and are detected, you don’t need to wait for a member of the server team to deploy it.” They estimated this saved 80% of the time previously spent reviewing and deploying patches and enabled them to focus their attention to compliance.

- The manager of infrastructure and endpoint delivery services for the food production company confirmed this benefit: “That’s something we never had before. You kind of set it and forget it, and don’t worry about it again. For me, it’s taken a full FTE probably to a half FTE right now, just through a lot of the Autofix pieces we’re able to implement now. We’re able to use that position toward other value-added things now.”

“Having that level of automation has really helped. I don’t have to do nearly as many deployments for things. We reduced the level of overhead we had to patch and maintain these devices ... It’s shifted a lot of the opportunity to viewing the analytics that we have on whether we actually did patch all of them.”

IT specialist, government

Modeling and assumptions. To model this benefit for the composite organization, Forrester assumes:

- The composite organization has 15 FTEs responsible for endpoint management.
- Before Ivanti, this team spends 10% of their time on patch management.
- After Ivanti is deployed and patch management automation is set up, the time this team spends on patch management is reduced 75%.
- The composite organization’s endpoint management team earns an average salary of \$60,000 with 35% benefits costs.

Risks. Factors impacting the realization of this benefit include:

- The size and average salary of the affected workforce.
- The organization’s ability to effectively use Ivanti’s automated patching capabilities.

Results. To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV of \$163,000.

Savings From Automated Patching					
Ref.	Metric	Source	Year 1	Year 2	Year 3
B1	FTEs responsible for endpoint administration	Composite	15	16	17
B2	Percent of time spent on patching before Ivanti	Interviews	10%	10%	10%
B3	Time spent on patching before Ivanti (hours)	$B1*B2*2,080$ hours	3,120	3,328	3,536
B4	Percent of time saved from automated patching with Ivanti	Interviews	75%	75%	75%
B5	Subtotal: Hours reallocated after automated patching with Ivanti	$B3*B4$	2,340	2,496	2,652
B6	Fully burdened hourly compensation for endpoint administrators	TEI standard	\$39	\$39	\$39
B7	Productivity recapture rate	Assumption	75%	75%	75%
Bt	Savings from automated patching	$B5*B6*B7$	\$68,344	\$72,900	\$77,456
	Risk adjustment	↓10%			
Btr	Savings from automated patching (risk-adjusted)		\$61,510	\$65,610	\$69,710
Three-year total: \$196,830			Three-year present value: \$162,515		

SAVINGS FROM RECLAIMED SOFTWARE LICENSES DUE TO MORE ACCURATE INVENTORYING

Evidence and data. Two interviewees saved money by reclaiming software licenses that were no longer used.

- According to the manager of infrastructure and endpoint delivery services for the food production company: “Before, if we were going to try and reclaim software, it was a very long process to try and reach out to users, asking them, ‘Hey, you haven’t use this in quite some time, can we pull it?’ As we brought our software licenses into the EPM solution, we’re able to run software reclamation automatically ... That’s probably been our biggest savings that we’ve seen there.”
- This savings was confirmed by the IT specialist at the government agency, who stated, “It has allowed us to limit overprovisioning in a couple instances.”
- The integration engineer at a footwear retailer noted they hadn’t taken advantage of this because they hadn’t made the business case for

it yet, noting, “It’s one of those things we haven’t been able to quantify because a lot of it’s manual.”

Modeling and assumptions. To model this benefit for the composite organization, Forrester assumes the composite organization saves \$150,000 in the first year, and an increasing amount in subsequent years.

Risks. Factors impacting the realization of this benefit include:

- The size, accuracy, and value of the organization’s software license inventory prior to deploying Ivanti.
- The ability of the organization to implement and utilize Ivanti’s software reclamation capabilities to greatest effect.

Results. To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV of \$439,000.

Savings From Reclaimed Software Licenses Due To More Accurate Inventorying					
Ref.	Metric	Source	Year 1	Year 2	Year 3
C1	Number of employees	Composite	10,000	10,500	11,025
C2	Savings from reclaimed software licenses per employee	Interviews	\$15	\$20	\$25
Ct	Savings from reclaimed software licenses due to more accurate inventorying	C1*C2	\$150,000	\$210,000	\$275,625
	Risk adjustment	↓15%			
Ctr	Savings from reclaimed software licenses due to more accurate inventorying (risk-adjusted)		\$127,500	\$178,500	\$234,281
Three-year total: \$540,281			Three-year present value: \$439,449		

SAVINGS FROM RETIRED ENDPOINT MANAGEMENT TOOLS

Evidence and data. Two of the interviewees retired several other endpoint management solutions, saving money in the process, which mostly or completely offset the investment in Ivanti.

- According to a manager of infrastructure and endpoint delivery services for a food production company: “We went from paying an external partner \$20,000 a year to maintain our landing page to having it done by Ivanti’s portal management solution. We also removed various other remote-control solutions and another software licensing solution, which helped us justify the cost of [enterprise performance management] (EPM) originally. We had built five individual silos that we were paying maintenance and support for, but we were able to quit doing that and get into just Ivanti instead.”
- This benefit was echoed by the director of IT and telecom support for a deathcare company: “My remote-control solution was \$75,000 a year. My [IT asset management] (ITAM) was another \$100,000. Knowledge management was another \$20,000 a year.” With Ivanti, this interviewee put all that functionality and more into Ivanti and come out ahead.
- The IT specialist for a government agency allowed that their organization had achieved

“If I merge to one vendor and get all of those costs together, I get to save. It adds up to a big overall savings.”

Director of IT and telecom support, deathcare

some savings but elected to retain elements of their prior endpoint management solution to mitigate risk, given they still had the budget for it. The interviewee stated, “Some of the senior staff really like the fact that we have a backup.”

Modeling and assumptions. To model this benefit for the composite organization, Forrester assumes the composite organization offsets 90% of the cost of Ivanti through the retirement of other endpoint management solutions.

Risks. Factors impacting the realization of this benefit include prior endpoint management tools used by the organization and its ability and timetable to retire these tools.

Results. To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV of \$359,000.

Savings From Retired Endpoint Management Tools					
Ref.	Metric	Source	Year 1	Year 2	Year 3
D1	Savings from retiring prior endpoint management tools	Interviews	\$162,000	\$170,100	\$178,605
Dt	Savings from retired endpoint management tools	D1	\$162,000	\$170,100	\$178,605
	Risk adjustment	↓15%			
Dtr	Savings from retired endpoint management tools (risk-adjusted)		\$137,700	\$144,585	\$151,814
Three-year total: \$434,099			Three-year present value: \$358,734		

END-USER PRODUCTIVITY FROM SELF-HEALING ENVIRONMENT

Evidence and data. The director of IT and telecom support for the deathcare company attributed higher end-user productivity to Ivanti’s self-healing environment. Self-healing enables automatic remediation of endpoint issues without human involvement and ensures that all the software running on an endpoint can effectively run without disruption.

This interviewee explained: “By doing some of the self-healing — updating old profiles, rebooting computers if they haven’t rebooted in seven days, patching in the evening — that work has helped our end users become more productive because the computers are getting back some of the resources that were being hogged up before ... There is a financial benefit to the end-user side because of every minute they are able to save.”

Modeling and assumptions. To model this benefit for the composite organization, Forrester assumes:

- The composite organization has 10,000 employees and is growing 5% annually.

- The percentage of time saved per employee on average due to more efficient compute resources as a result of self-healing is 0.15%.
- The composite organization’s employees earn an average salary of \$50,000 with 35% benefits costs.

Risks. Factors impacting the realization of this benefit include:

- The size and average salary of the affected workforce.
- The organization’s ability to effectively use Ivanti’s self-healing capabilities to greatest effect.

Results. To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV of \$561,000.

End-User Productivity From Self-Healing Environment					
Ref.	Metric	Source	Year 1	Year 2	Year 3
E1	Number of employees	Composite	10,000	10,500	11,025
E2	Percent of time saved from self-healing environment with Ivanti	Interviews	0.15%	0.15%	0.15%
E3	Average fully burdened annual compensation	TEI standard	\$67,500	\$67,500	\$67,500
E4	Productivity recapture rate	Assumption	25%	25%	25%
Et	End-user productivity from self-healing environment	$E1 * E2 * E3 * E4$	\$253,125	\$265,781	\$279,070
	Risk adjustment	↓15%			
Etr	End-user productivity from self-healing environment (risk-adjusted)		\$215,156	\$225,914	\$237,210
Three-year total: \$678,280			Three-year present value: \$560,521		

UNQUANTIFIED BENEFITS

Additional benefits that customers experienced but were not able to quantify include:

- **More accurate inventorying.** Interviewees noted Ivanti provided near instantaneous reporting on inventories with much greater accuracy. The IT specialist at the government agency explained: “Before, you would write your query and get results, but it would be with this caveat that this is from devices that responded within the time limit we had before submitting the report. There were always at least 5% to 10% of devices where we were waiting on data, whereas with Ivanti, you know what the status is at any point.”

Interviewees also discovered a number of unknown devices when Ivanti was first deployed. As the manager of infrastructure and endpoint delivery services for the food producer put it: “When we switched over, we did find a number of unknown devices. That was something we were blind to before, so that has been huge from a security posture perspective.” This interviewee liked that Ivanti has “some very nice features where we can run a silent scan across our Active Directory scheme.” When they found a device that lacked an agent, they could push it and patch it without notifying the user. The interviewee stated: “To be able to patch these devices is a very nice solution to making sure we’re not missing something, and having that gap increase our risk scores.”

“With Ivanti, you know what the status is at any point.”
IT specialist, government

- **The ability to patch devices off network.** Ivanti’s Cloud Service Appliance enabled the interviewees’ organizations to scan and patch devices both on and off network, as long as they were connected to the internet. The IT specialist at the government agency noted this feature helped them improve their security posture: “When I think of our compliance numbers, with our previous solution, we considered it good if it was above 90%. With Ivanti, we don’t consider it good unless it’s 95% or higher. Now, we have the ability to get the one or two machines that didn’t actually update. Now, we spend a lot more time getting those guys completed and in compliance, and that’s what brought our compliance up.”

The integration engineer for the footwear retailer said this ability to manage devices off network came in handy for remediating problems where associates were working offsite. The interviewee stated: “If the agent is completely broken and they are in a [coffee shop] in whatever state they’re in, we can use the Cloud Service Appliance to connect them temporarily, have the user reinstall the agent, and get connected back to them quickly.”
- **Faster troubleshooting from a unified endpoint management dashboard.** Interviewees liked Ivanti’s unified dashboard for endpoint management, saying it saved time investigating issues. According to the director of IT and telecom for the deathcare company: “We’re able to get information through [Ivanti Neurons] to find out the status of patching, self-healing of the machines. It gives you a better reporting mechanism of what is secure and what is not, what’s patched and what is not, giving you an opportunity to rectify what’s broken ... It’s a single place to go look for everything and what you need to do.”
- **Granular administrator access controls.** Interviewees liked the flexibility Ivanti’s more

granular administrator access controls gave them. The manager of infrastructure and endpoint delivery services for the food production company explained: “We have role-based access to make sure that [the security team] can get in there, but we don’t want them deploying things because that’s not their role. Being able to have the right controls in there, to get different people in but not give them more than we want them to have, is a nice middle ground. The granularity gives us a lot of options.”

- **Powerful imaging capabilities.** The manager of infrastructure and endpoint delivery services for the food producer also liked that Ivanti’s imaging capabilities had robust filters for the agent settings, which could accommodate complex business rules. The interviewee stated: “It gives us a lot of flexibility that we’re looking for to build the image the way we want. We have specific rules where a specific plant machine can’t reboot because it’s running production on the manufacturing floor compared to someone in an office that could reboot at any time. It’s very flexible where we can really design what we need to accommodate the business case being presented to us. We haven’t found anything we can’t do.”
- **User-friendly remote access functionality.** The IT specialist at the government agency liked the convenience that Ivanti’s remote access feature didn’t require technicians to log in to the server. The interviewee noted: “We can install the remote desktop client on their local machines, and they can use that to remote into other users. It’s easier to run something from your local computer than it is to connect to a different resource for it.”
- **User-friendly reporting.** All of the interviewees had good things to say about Ivanti’s reporting tools. According to the manager of infrastructure and endpoint delivery services for the food

production company, “The asset information is greatly streamlined and the amount of detail that Ivanti gives us ... there are literally thousands of attributes we can query on.” This was echoed by the integration engineer at the footwear retailer: “My director is sold on their inventory record. The fact that it has literally everything in it, and if it’s not there, you can just add it. Natively, the reports and dashboarding has been very useful.” This was confirmed by the director of IT and telecom support at the deathcare company: “There’s good reporting mechanisms with Ivanti. It makes it nice to report that up to the executive team.”

The IT specialist at the government agency liked how everything was integrated together, stating: “With Xtraction, we can pull any of that data from any of those sources and make a nice report we can present to higher ups. The fact that it all works well together is very nice.”

- **Seamless portal management.** The manager of infrastructure and endpoint delivery services for the food production company liked Ivanti’s Portal Manager product, which they used as a landing page for 500 application links used throughout the enterprise. They noted the Portal Manager automatically repaired broken links, so that users never experienced problems accessing their applications, stating: “It’s been immense value, having users be able to bookmark these links. If we ever have to update a server or update the URL, the user never even knows it. They just go to the Portal Manager, double-click the link and they’re there.” The interviewee added: “It has a nice visual look and feel, too. This is probably one of our nicest wins in IT, to be able to have a polished landing page for all of the applications we have across the enterprise.”
- **A streamlined software license management process.** The manager of infrastructure and endpoint delivery services for the food production

company noted that software license management process was more streamlined and reliable in compliance terms since deploying Ivanti. The interviewee stated: “We can route from buying software to entering our software licenses to creating a package to having a user request the package for deployment. All of that is very streamlined versus having very separate systems where your licenses are in one system but your deployment in the other system doesn’t know how many licenses we have.”

- **Freed-up resources as a result of automation.** The integration engineer at the footwear retailer explained: “We used to be so focused on patching that we could never get to those fine-tuning efficiencies. We’re definitely able to handle a lot more of what might be considered smaller priority but it’s because we handled the big fish.”
- **Better communication/coordination between IT ops and security teams.** Two interviewees remarked that Ivanti UEM solutions enabled better communication between their IT ops and security teams. According to the IT specialist at the government agency: “With the prior solution, information was siloed. You had to have access to see it, which — outside of the network team — only a few people had because of delegation of authority. Now, we’re able to see it in Ivanti and Ivanti is accessible to so many more people that the information is better known.”

The manager of infrastructure and endpoint delivery services for the food production company confirmed: “It’s definitely improved the relationship with the security team, knowing that we have these tools in place because, of course, they’re always monitoring the risk scores and what we can do to remediate. Now that we share the same interface, there are no secrets. They use our tools so they’re able to see our analytic capabilities, see what’s been patched, and cross-

check it with their tools. It’s definitely improved that relationship.”

- **Positive end-user experience.** While computer reboots will always generate some number of complaints regardless of solution used, the integration engineer at a footwear retailer believed they had decreased some of that frustration by scheduling reboots for evening hours. The manager of infrastructure and endpoint delivery services for the food production company, received positive feedback from users on automatic lifecycle management, especially since machine mapping ensured all software applications in use before were transferred over to the new hardware. The interviewee stated, “Whereas before, they might not look forward to getting a new computer, now they’re able to hit the ground running a lot faster, which has boosted IT’s reputation internally, just to make those slight experiences better.”
- **Responsive vendor service and support.** Interviewees also had positive things to say about Ivanti’s service and support. According to the IT specialist at the government agency: “I used to consider [another vendor] to be the gold standard of support, but really, Ivanti is so much better. You get more experienced technicians faster and resolve your issues quicker with Ivanti.”

“Support is probably even better than the tools. When you are asking a tough question, they are able to find the smartest person in the room very easily.”
Integration engineer, footwear retailer

FLEXIBILITY

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement Ivanti's UEM solutions and later realize additional uses and business opportunities, including:

- **Agility from integration.** Interviewees remarked that Ivanti's superb integration made them more agile because now they spent less time manually integrating solutions. The manager of infrastructure and endpoint delivery services for the food producer explained: "Before, we had all those systems, and we'd manually try to integrate the data using our own systems integration team internally. And now we don't. We're just relying on out-of-the-box connectors. That's one of the reasons we have Ivanti, for them to do that work."
- **Self-healing environment.** When asked if the investment in Ivanti made them more flexible, the director of IT and telecom for the deathcare company answered: "Yes, definitely, without a question. That goes back to self-healing of computers. It goes back to the speed of us being able to work on the help desk, and it gives the users the ability to see what's going on. So, yes, it does."
- **Future product enhancements and automation opportunities.** Interviewees looked

forward to upcoming Ivanti product enhancements and doing more with their current Ivanti solutions. One interviewee, the manager of infrastructure and endpoint delivery services for the food producer, discussed how they were trying to get better visuals on their patching service-level agreements (SLAs) and noted Ivanti had just released a new product, Patch Intelligence, to help with that. Another interviewee, the integration engineer for the footwear retailer, held off on further automation plans until they could get additional Ivanti products deployed. "Ivanti has a product labeled Automation, but we've held off deploying it because we're trying to get Ivanti Service Management pulled in first, so integration shoots through the roof."

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Appendix A](#)).

"If you're talking about the investment in terms of the whole portfolio, yes, absolutely, I have not seen another suite of products that so heavily talk to each other."

Integration engineer, footwear retailer

Analysis Of Costs

■ Quantified cost data as applied to the composite

Total Costs							
Ref.	Cost	Initial	Year 1	Year 2	Year 3	Total	Present Value
Ftr	Ivanti licensing and professional services	\$12,600	\$189,000	\$229,950	\$239,873	\$671,423	\$554,679
Gtr	Deployment and ongoing maintenance	\$40,552	\$4,283	\$12,850	\$12,850	\$70,535	\$64,720
	Total costs (risk-adjusted)	\$53,152	\$193,283	\$242,800	\$252,723	\$741,958	\$619,399

IVANTI LICENSING AND PROFESSIONAL SERVICES

Evidence and data. Licensing for Ivanti’s cloud and on-prem UEM solutions varied based on the interviewees’ organizations’ number and type of modules included and the number of endpoints managed. The average selling price of UEM for an organization managing 10,000 endpoints is \$180,000 or \$18 per endpoint.

Ivanti also provided packages of professional services at different price points for the interviewees’ organizations. A basic package of 40 hours to help with installation and setup cost \$12,000. For additional support, organizations purchased packages of hours with a dedicated Technical Solutions Manager for an additional \$30,000. The interviewees’ organizations took advantage of these options in deploying and enhancing their Ivanti stack.

Modeling and assumptions. To model this cost for the composite organization, Forrester assumes the composite organization pays \$180,000 for licensing in Year 1, \$189,000 in Year 2 and \$198,450 in Year 3, reflecting 5% growth in the number of endpoints managed. The composite organization also purchases the basic installation package of professional services to deploy the solution, and the Technical Solutions Manager package in subsequent years for assistance with solution enhancements.

Risks. Costs will vary based on the following:

- The number and type of modules deployed.
- The number of endpoints managed.
- The amount of professional services, if any, purchased.

Results. To account for these risks, Forrester adjusted this cost upward by 5%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$555,000.

Ivanti Licensing And Professional Services						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
F1	Ivanti licensing	Ivanti		\$180,000	\$189,000	\$198,450
F2	Ivanti professional services	Ivanti	\$12,000	\$0	\$30,000	\$30,000
Ft	Ivanti licensing and professional services	F1+F2	\$12,000	\$180,000	\$219,000	\$228,450
	Risk adjustment	↑5%				
Ftr	Ivanti licensing and professional services (risk-adjusted)		\$12,600	\$189,000	\$229,950	\$239,873
Three-year total: \$671,423			Three-year present value: \$554,679			

DEPLOYMENT AND ONGOING MAINTENANCE

Evidence and data. The interviewed decision-makers described their deployment and ongoing maintenance costs of Ivanti’s UEM solutions as follows:

- **Deployment.** Interviewees took various approaches for setting up and deploying Ivanti’s UEM solutions. Two of the interviewees used their prior tool to deploy Ivanti’s products. Most also contracted with Ivanti to assist with deployment. According to the director of IT and telecom support: “It was pretty easy. Ivanti helped create the packages and we deployed it through our old tool. Once Neurons was deployed, we turned off what we didn’t need of the old tool.”

The manager of infrastructure and endpoint delivery for the food production company also used their prior tool to deploy the package but chose to onboard Ivanti slowly over the course of a month to keep network traffic down. The interviewee noted, “We had a team of two manage that part of the deployment, two hours a day over the course of a month.”

On average, deployment required two FTEs working over the course of one month. Training

“There’s a lot of overhead to set it all up, but once it’s running, there’s pretty seamless integration. The things Ivanti can do, it does really well. You just have to know that they can do it, and you have to know how to set it up.”
IT specialist, government

for the endpoint management team took another five days.

- **Ongoing maintenance.** Interviewees estimated 100 hours per year were required for ongoing maintenance of Ivanti’s UEM solutions. According to the integration engineer for the footwear retailer, “I probably spend two hours a week plus another team member spends 5 to 10 hours per week.”

Outside of routine maintenance and oversight, interviewees estimated another 200 hours were

“Having Endpoint Manager automate and function as cleanly and as well as it does, I don’t have to spend a lot of time with it during the week, so that is a huge benefit. It’s not causing us a lot of work or costing a lot of time.”

Integration engineer, footwear retailer

spent on upgrade projects, typically one a year, to add to and enhance Ivanti’s solutions.

Modeling and assumptions. To model this cost for the composite organization, Forrester assumes:

- The initial deployment of Ivanti’s UEM solutions requires two FTEs working over the course of one month.
- Five days of training is delivered to 15 FTEs responsible for endpoint management.
- The composite organization spends 100 hours on ongoing maintenance over the course of each year.
- The composite organization spends 200 hours per year on upgrade and enhancement projects in subsequent years.
- The annual salary of the IT professionals responsible for endpoint management is \$60,000 plus 35% benefits.

Risks. Costs will vary based on the following:

- Deployment may take a longer (or shorter) time to complete.
- Training costs will depend on the number of individuals receiving training.
- More or less time may be required for ongoing maintenance.
- Upgrade project costs will depend on their frequency, duration, and deployment model.
- Salaries may vary from assumptions in the model.

Results. To account for these risks, Forrester adjusted this cost upward by 10%, yielding a three-year, risk-adjusted total PV of \$65,000.

“Self-healing does add workload but by managing it is to put the piece in place, and then it’s self-managing after that. Once we’ve built the packet that’s needed, there’s nothing else to do except just look at it every once in a while, to make sure it’s working.”

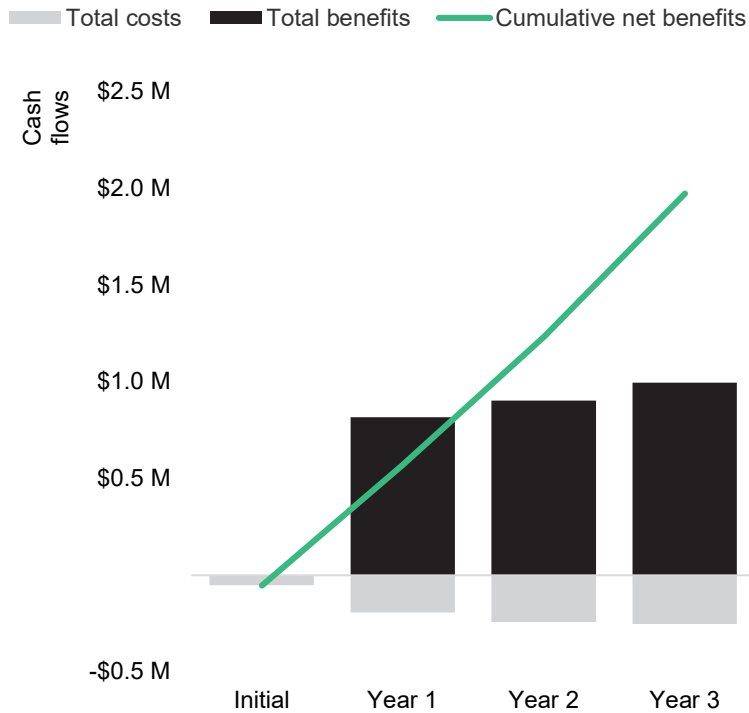
Director of IT and telecom support, deathcare

Deployment And Ongoing Maintenance						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
G1	Internal labor spent on initial deployment	Interviews	\$13,500			
G2	Internal training for endpoint administrators	Interviews	\$23,365			
G3	Ongoing maintenance	Interviews		\$3,894	\$3,894	\$3,894
G4	Upgrade projects	Interviews		\$0	\$7,788	\$7,788
Gt	Deployment and ongoing maintenance	G1+G2+G3+G4	\$36,865	\$3,894	\$11,682	\$11,682
	Risk adjustment	↑10%				
Gtr	Deployment and ongoing maintenance (risk-adjusted)		\$40,552	\$4,283	\$12,850	\$12,850
Three-year total: \$70,535			Three-year present value: \$64,720			

Financial Summary

CONSOLIDATED THREE-YEAR RISK-ADJUSTED METRICS

Cash Flow Chart (Risk-Adjusted)



The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

Cash Flow Analysis (Risk-Adjusted Estimates)

	Initial	Year 1	Year 2	Year 3	Total	Present Value
Total costs	(\$53,152)	(\$193,283)	(\$242,800)	(\$252,723)	(\$741,958)	(\$619,399)
Total benefits	\$0	\$817,287	\$903,458	\$995,860	\$2,716,604	\$2,237,851
Net benefits	(\$53,152)	\$624,003	\$660,657	\$743,137	\$1,974,646	\$1,618,452
ROI						261%
Payback period (months)						<6

Appendix A: Total Economic Impact

Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

TOTAL ECONOMIC IMPACT APPROACH

Benefits represent the value delivered to the business by the product. The TEI methodology places equal weight on the measure of benefits and the measure of costs, allowing for a full examination of the effect of the technology on the entire organization.

Costs consider all expenses necessary to deliver the proposed value, or benefits, of the product. The cost category within TEI captures incremental costs over the existing environment for ongoing costs associated with the solution.

Flexibility represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. Having the ability to capture that benefit has a PV that can be estimated.

Risks measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."

The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.



PRESENT VALUE (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.



NET PRESENT VALUE (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made, unless other projects have higher NPVs.



RETURN ON INVESTMENT (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.



DISCOUNT RATE

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.



PAYBACK PERIOD

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

Appendix B: Supplemental Material

Related Forrester Research

“The Future Of Endpoint Management,” Forrester Research, Inc., June 6, 2022.

“Role Profile: Head Of End-User Computing,” Forrester Research, Inc., April 5, 2022.

“Optimize Your Technology Stack To Become Future Fit,” Forrester Research, Inc., March 29, 2022.

Appendix C: Endnotes

¹ Total Economic Impact is a methodology developed by Forrester Research that enhances a company’s technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

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