

**The Hidden Costs for Your Customer Per Annum Are:**

Component	Hours	Cost	As % of user workforce
<b>Total time contacting the Help Desk to log a service issue</b>	<b>22952.9</b>	<b>£459,059</b>	
made up of			
Experiencing a service issue	10000.0	£200,000	
Trying to contact the Help Desk, and abandoning the attempt	952.9	£19,059	
Trying to contact the Help Desk, and succeeding in obtaining a reply	6000.0	£120,000	
Recording the issue with the Help Desk	6000.0	£120,000	
<b>Obtaining resolution to service issues not resolved by the Help Desk</b>	<b>1164375.0</b>	<b>£27,787,500</b>	
made up of			
Sev 1's - talking to their buddy about the issue	0.0	£0	
Sev 1's - gaining fix	900000.0	£22,500,000	
Sev 2's - talking to their buddy about the issue	2250.0	£45,000	
Sev 2's - gaining fix	148500.0	£2,970,000	
Sev 3's - talking to their buddy about the issue	1125.0	£22,500	
Sev 3's - gaining fix	112500.0	£2,250,000	
Sev 4's - talking to their buddy about the issue	0.0	£0	
Sev 4's - gaining fix	0.0	£0	
<b>Totals</b>	<b>1187327.9</b>	<b>£28,246,559</b>	<b>4.01%</b>