

VENDOR COST MATRIX

Pricing Structures

All

Return on Investment (ROI)

1.37

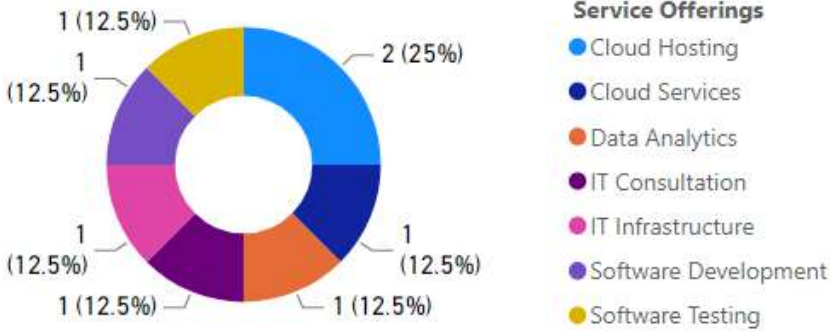
Cost Savings through Vendor Partnerships

50.63K

Total Cost of Ownership (TCO)

840K

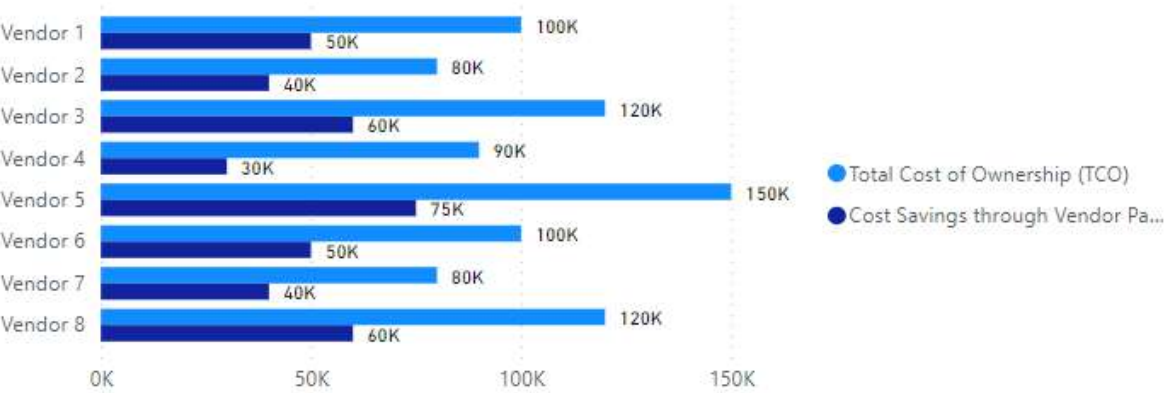
Vendors by Service Offerings



Sum of Total Cost of Ownership (TCO) by Vendor Name



Cost Metrics by Vendors



Sum of Return on Investment (ROI) by Vendors



VENDOR SERVICE LEVEL AGREEMENT MATRIX

Average Incident resolution
time

3.3

Average Response Time

3.44

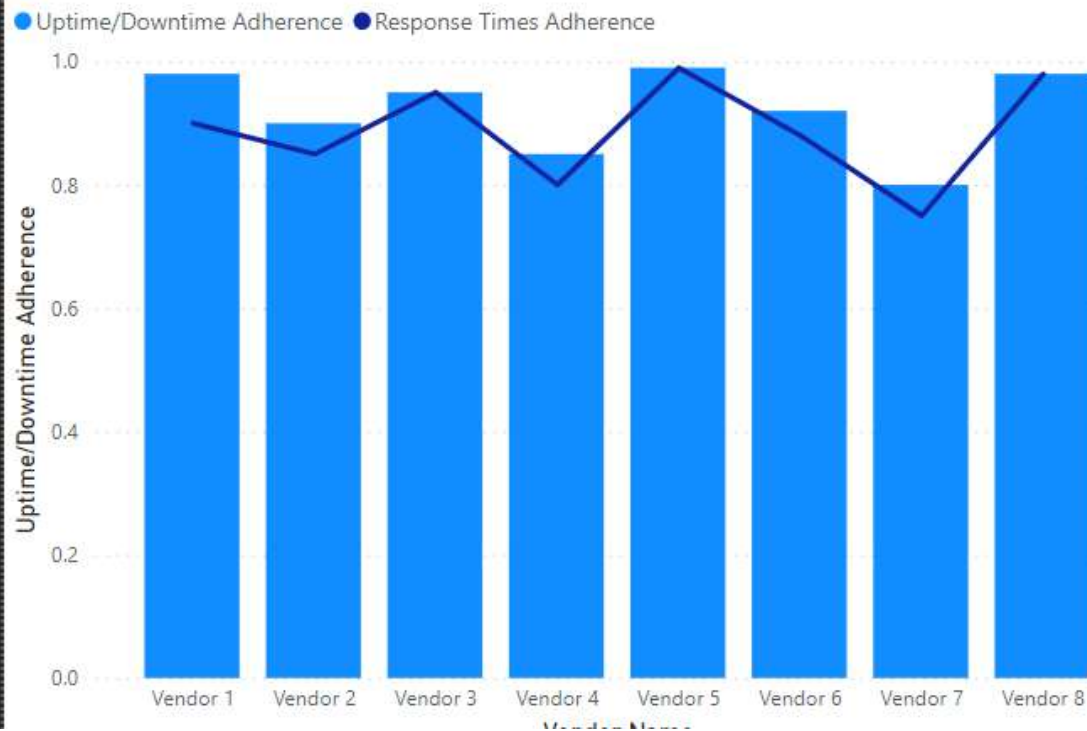
Average of Uptime/Downtime Adherence

0.92

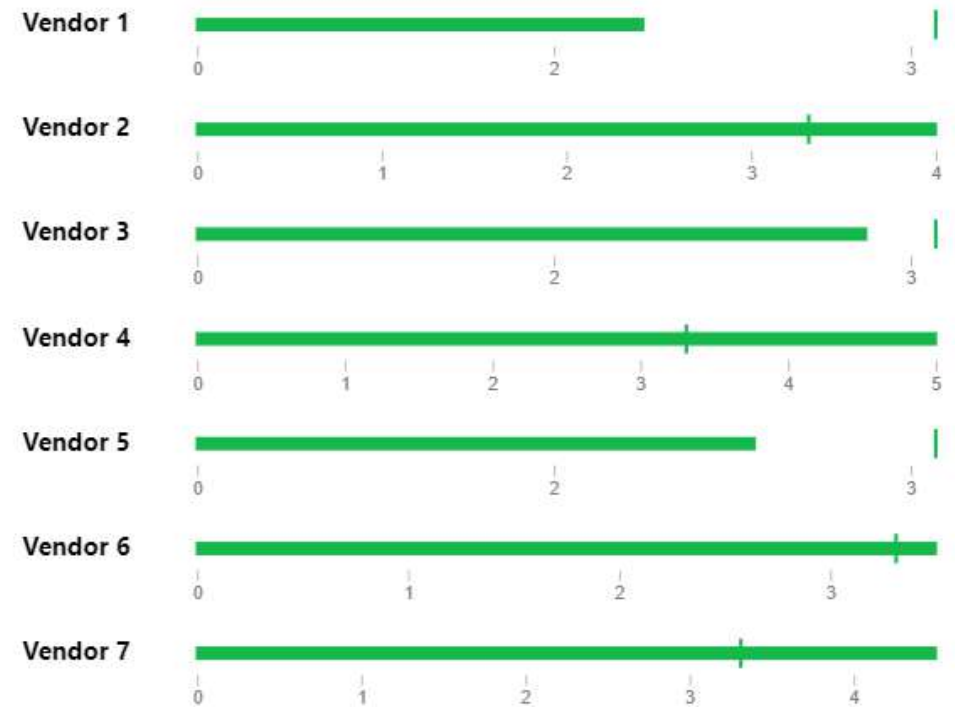
Response Rate

All

Uptime/Downtime Adherence and Response Times Adherence by Vendors



Incident Resolution Time by Vendors



Vendor Incident Management Matrix

Average Incident Volume

46.88

Average of Incident resolution time

3.3

Average of Customer Satisfaction

4.06

Incident Severity

All

Vendors by Incident Severity



Incident Volume by Vendors



Incident resolution time and Customer Satisfaction by Vendors

