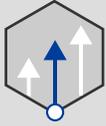# The Total Economic Impact™
Of AVI-SPL Digital Workspace Solutions

AVI-SPL is a digital workplace services provider who works with organizations globally to improve team collaboration and unlock new business value. Through customer interviews and data aggregation, Forrester concluded that AVI-SPL has the following three-year financial impact.

FORRESTER®

"AVI-SPL has been a strong partner. They actively seek to learn our business strategies and help us achieve them. They are a strategic, trusted advisor helping us understand the 'art of the possible.'"

Global services lead, material sciences
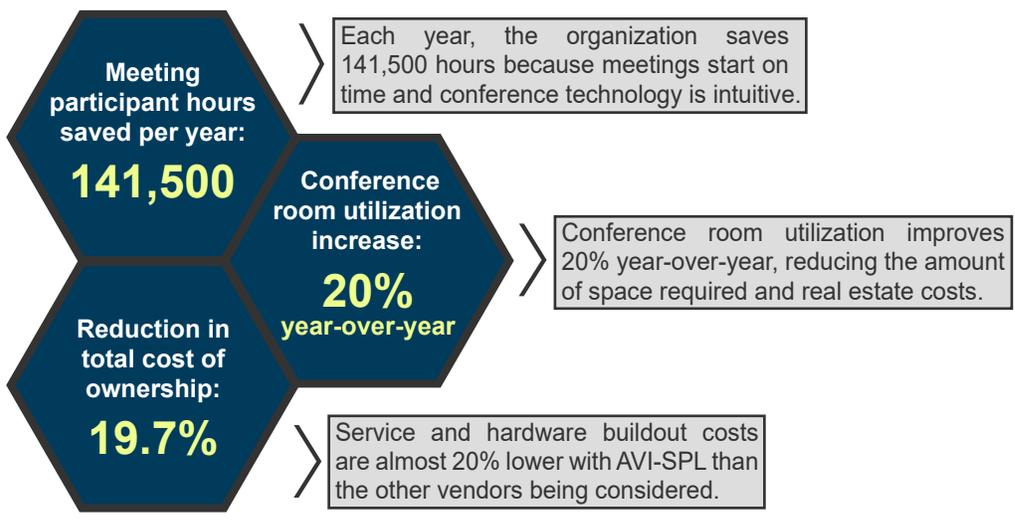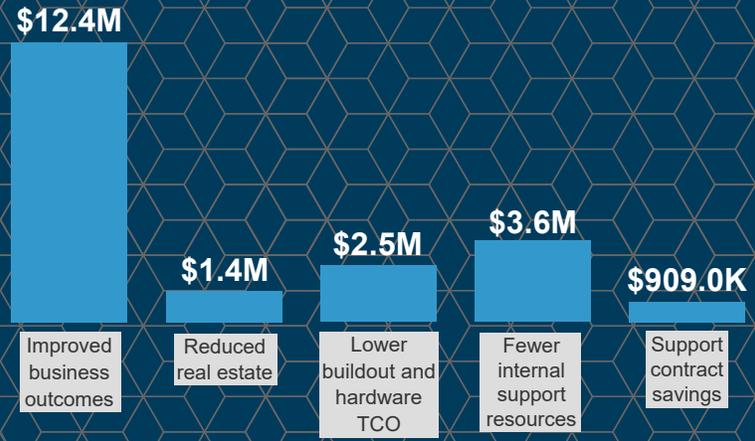
FINANCIAL SUMMARY
Three-year risk-adjusted

TCO SAVINGS
(PRESENT VALUE)
$8.3 million

PRODUCTIVITY SAVINGS
(PRESENT VALUE)
$12.4 million

BENEFIT OVERVIEW

- **$12.4M** — Improved business outcomes
- **$1.4M** — Reduced real estate
- **$2.5M** — Lower buildout and hardware TCO
- **$3.6M** — Fewer internal support resources
- **$909.0K** — Support contract savings

Meeting participant hours saved per year:
141,500

> Each year, the organization saves 141,500 hours because meetings start on time and conference technology is intuitive.

Conference room utilization increase:
20%
year-over-year

> Conference room utilization improves 20% year-over-year, reducing the amount of space required and real estate costs.

Reduction in total cost of ownership:
19.7%

> Service and hardware buildout costs are almost 20% lower with AVI-SPL than the other vendors being considered.

BEFORE AND AFTER AVI-SPL

KEY CHALLENGES
- Different locations used different technologies, creating confusion for users and IT
- Room utilization was low
- Deployment and support costs were growing far too high
- Vendor relationships were not very strategic

KEY RESULTS
- Meeting productivity has improved, leading to better business outcomes
- Conference solutions are tailored to different user types and are more reliable
- Outsourcing has moved from being a vendor relationship to a true partnership

VOICE OF THE CUSTOMER

"Room uptime is definitely better because of Symphony. Automated ticketing helps the support organization, and there is now a single pane of glass to see all the problems a room is having."

CTO, services

"One specific area where we have had better pricing is videoconferencing endpoints -- microphones and cameras. AVI-SPL was able to lower the initial purchase price. That saved a couple of thousand dollars per room, and they procured it much faster."

AVP, business change and IT operations, financial services

Commissioned By
AVI ◆ SPL®