VIcom

UCC ROI

WORKSHEET

This interactive guide will help you systematically evaluate the Return on Investment (ROI) for your UC solutions. By following the steps below, you can make informed decisions that ensure your UC investments are driving measurable improvements.

Understanding Your UC Investment

Please enter the estimated costs for each category below.

Instructions: Fill in the annual cost for each direct cost category. Calculate the Total Direct Costs by summing all individual costs.

Cost Category	Description	Annual Cost ($)
Software Licenses	Cost of UC software subscriptions/licenses	
Implementation Costs	Expenses related to deploying UC solutions	
Maintenance & Support	Ongoing maintenance and support fees	
Hardware Upgrades	Purchases of new hardware if applicable	
Training Expenses	Costs for training employees on UC tools	
Total Direct Costs	Sum of all direct costs	

Identifying Benefits

Instructions: Estimate the annual savings or value for each benefit category. Calculate the Total Cost Savings by summing the respective column.

Benefit Category	Description	Estimated Annual Savings ($)
Improved Productivity	Increased employee output due to better communication	
Reduced Downtime	Less time lost due to communication issues	
Lower Travel Expenses	Savings from reduced business travel	
Reduced Hardware & Software Costs	Savings from consolidating tools and reducing redundancies	
Efficiency in Remote Work Setup	Cost savings from supporting remote work environments	
Total Cost Savings	Sum of all cost savings	

Indirect Benefits

Instructions: Calculate the Total Indirect Benefits by summing the respective column.

Benefit Category	Description	Estimated Annual Value ($)
Enhanced Employee Engagement	Improved morale and retention	
Faster Resolution Times	Quicker problem-solving leading to better service	
Improved Customer Satisfaction	Higher customer retention and loyalty	
Total Indirect Benefits	Sum of all indirect benefits	

Calculating ROI

ROI = (Total Benefits - Total Costs) / Total Costs

Instructions: Enter the Total Direct Costs Calculate Total Benefits and determine Net Profit.

Calculation Component	Amount ($)
Total Direct Costs	
Total Cost Savings	
Total Indirect Benefits	
Total Benefits	Total Cost Savings + Total Indirect Benefits
Net Profit	Total Benefits - Total Direct Costs
ROI (%)	(Net Profit / Total Direct Costs) x 100

Key Performance Indicators (KPIs)

Instructions: Fill in your current and target measurements for each KPI.

KPI	Current Measurement	Target Measurement	Notes/Comments
Call and Meeting Quality			
Usage Statistics			
Time Savings in Communication			
Average Speed to Resolution			
Customer Satisfaction Rates			
Employee Satisfaction Rates			

Summary and Next Steps

Total Direct Costs: $_______
Total Cost Savings: $_______
Total Indirect Benefits: $_______
Total Benefits: $_______
Net Profit: $_______
ROI (%): _______%

Recommendations

Based on your ROI calculation and KPI assessments, consider the following actions:
- Optimize UC Usage: Enhance training or adjust usage to maximize benefits.
- Review Costs: Identify areas where costs can be further reduced without impacting performance.

- Enhance Benefits: Implement strategies to boost indirect benefits like employee engagement.
- Schedule a Consultation: Contact VIcom for expert advice on optimizing your UC investment.

Contact VIcom for Expert Assistance

Are you ready to elevate your communication strategy and maximize your UC ROI? VIcom specializes in providing tailored Unified Communication solutions that enhance collaboration and deliver measurable returns.

Contact Us Today

Virginia Beach: (757) 490-7777 Richmond Virginia: (804) 261-3836

Click here to get a quote!