

SOLUTION COMPARISON: IT-as-a-SERVICE MODEL *Versus* RESOURCE-BASED OPTIONS FOR JD EDWARDS CNC SUPPORT

Accessing JD Edwards CNC support skills has traditionally meant engaging in the Resource-Based approach of hiring a full time employee or retaining a contractor, even if your actual CNC demands don't require the full time cost investment.

However, using a Consumption-Based, "as-a-Service" IT Support (ITaaS) solution to fulfill your JD Edwards CNC needs eliminates the downtime inherent in the Resource-Based options and can be **48% more cost effective** while enhancing the *accountability, availability and knowledge-base* of your CNC support investment.

THE FOLLOWING USE CASE COMPARES THE OPTIONS A CUSTOMER HAS FOR FULFILLING 1000 HOURS OF JD EDWARDS CNC SUPPORT DEMANDS

	Full Time Support Employee	Full Time Support Contractor	Consumption-Based ITaaS Support
Hourly Cost*	\$57.50	\$100	\$77
Recruitment/Hiring Cost [†]	\$26,000	\$0	\$0
Onboarding Cost [‡]	\$4,600	\$8,000	Typically absorbed by ITaaS provider
Time Lost to Non-CNC Support Activities [◇] (AKA Downtime)	25%	25%	0%
Total Cost to Fulfill 1000 Hours of Annual JDE CNC Support	\$150,200	\$141,333	\$77,000
Reliability and Quality of JD Edwards CNC Support	★★★★★★	★★★★★★	★★★★★★
Access to Senior-Level Skills for JD Edwards CNC	★★★★★★	★★★★★★	★★★★★★
Access to Senior-Level Skills for Additional Technologies	★★★☆☆☆	★★★★☆☆	★★★★★★
Available 24/7 Without Stress on Resource or Additional Cost	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Scalable Capacity Without Delay or Additional Cost	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Allows Parallel Use of Resources Without Additional Cost	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Able to Separate/Terminate Without Financial Loss	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Includes SOP Database with Change Management Controls	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Generates Metric Reporting on All CNC Activities Performed	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Provides Accurate Accounting of All CNC Activities Performed	☆☆☆☆☆☆	☆☆☆☆☆☆	★★★★★★
Available for On-Site Work Without Additional Cost	★★★★★★	☆☆☆☆☆☆	☆☆☆☆☆☆
Proficiency of Company Practices and Policies	★★★★★★	★★★★☆☆	★★★★☆☆

* Hourly Cost for Full Time Support Employee based on the average Senior System Administrator salary range from 2016 according to Indeed.com including benefits and liabilities cost of 30% (medical/dental/life insurance, 401k, paid vacation, sick time plus State and Federal requirements), divided by 2080 hours per year (40x52). Full Time Support Contractor and ITaaS Support based on current 2016 market averages multiplied by example need of 1000 hours.

† Recruitment/Hiring Cost based on average Technology Specialist recruiting costs from 2016 according to PayScale.com.

‡ Onboarding Cost based on 80 hour average onboarding time according to WorkForce.com.

◇ Downtime based on survey from Harvard Business Review of the actual utilization rate of the average full time employee.