

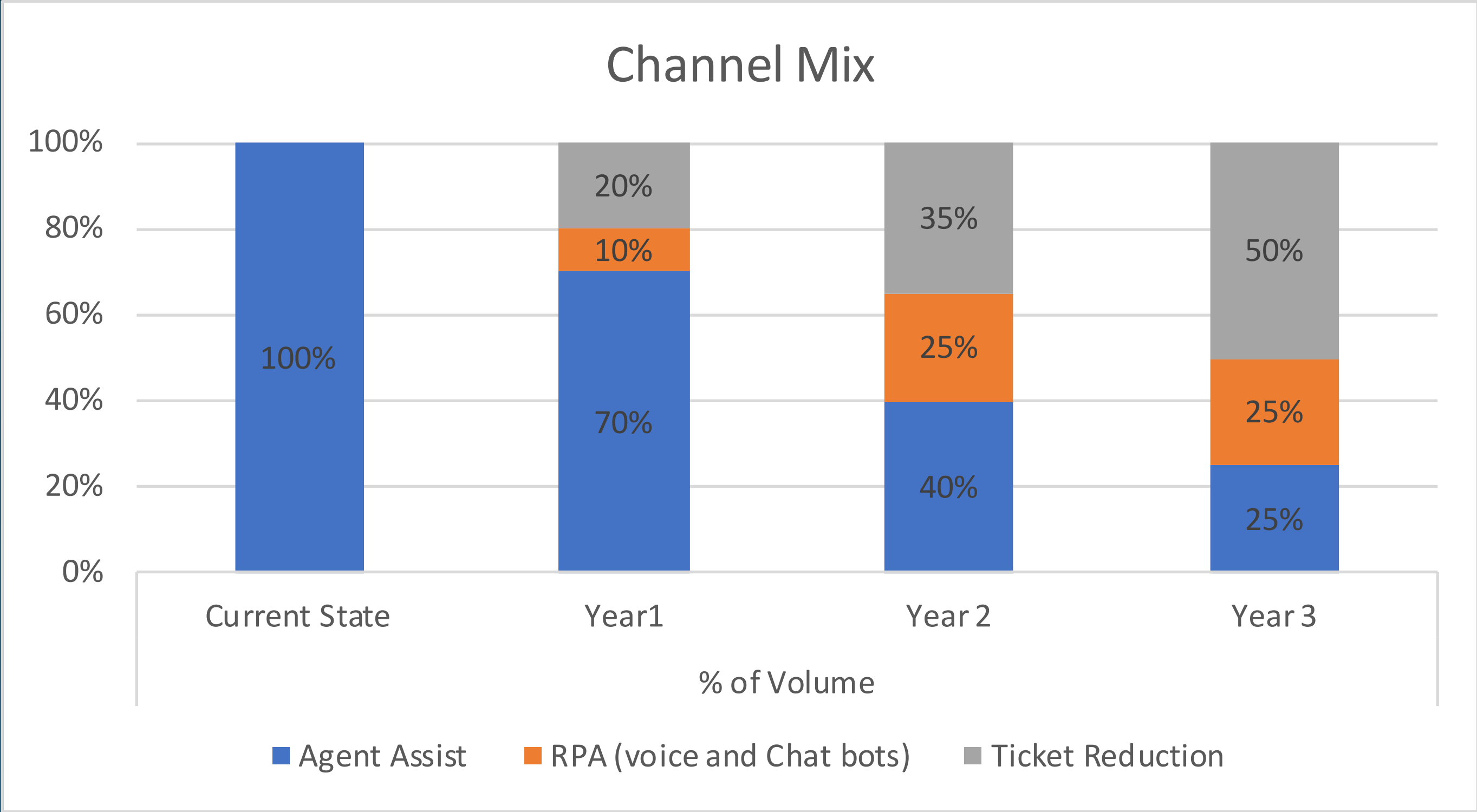
AI MACHINE LEARNING

SAMPLE BUSINESS CASE

Current and Projected Channel Mix

Support Channel		% of Volume			
		Current State	Year1	Year 2	Year 3
Agent Assist	Phone with IVR	70%	45%	20%	10%
	Self-Service Portal (SSP)	26%	20%	15%	10%
	Chat with Agent	4%	5%	5%	5%
	% of Contacts Requiring Agent Assist	100%	70%	40%	25%
RPA	Chatbot (Aimee ServiceNow)	<1%	5%	15%	15%
	Voice Bot	0%	5%	10%	10%
	Total RPA	0%	10%	25%	25%
Ticket Reduction	Problem Management	0%	10%	15%	20%
	Endpoint Bots	0%	5%	10%	15%
	Machine Learning AI	0%	5%	10%	15%
	Total Ticket Reduction per Capita	0%	20%	35%	50%

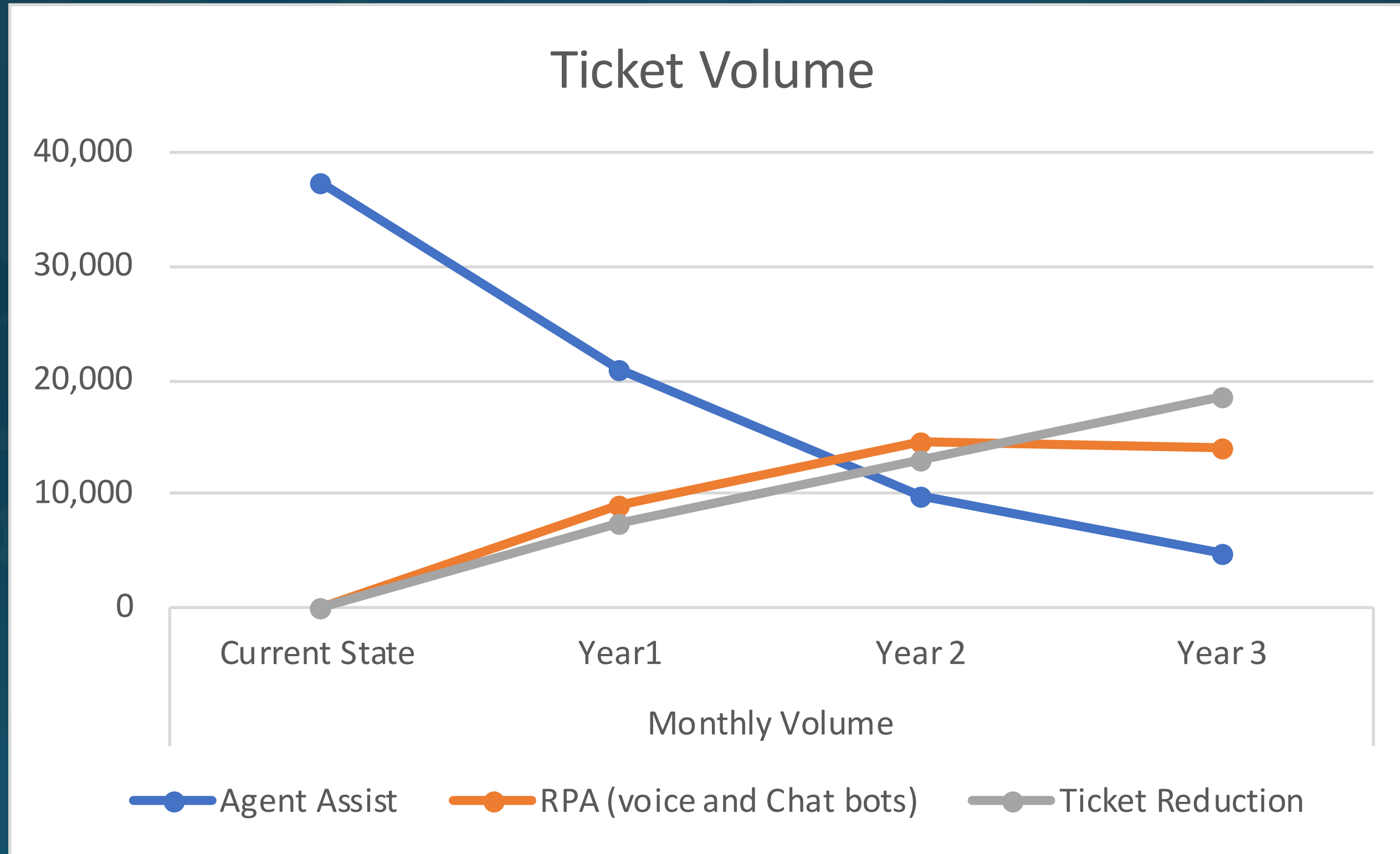
Current and Projected Channel Mix



Price and Volume Metrics

Price and Volume Metrics	Value			
	Current State	Year1	Year 2	Year 3
Total North American Monthly Contact Volume	37,358	29,886	24,283	18,679
Monthly Contact Volume Requiring Agent Assistance	37,358	20,920	9,713	4,670
Monthly Volume Resolved Through RPA	0	8,966	14,570	14,009
Monthly Volume Eliminated Through Ticket Reduction	0	7,472	13,075	18,679
Outsourcer Net Margin @ 25% of Current State	\$524,506	\$524,506	\$524,506	\$524,506
Outsourcer Cost per Contact (Excluding Net Profit)	\$3.51	\$3.51	\$3.51	\$3.51
Annual Price Paid to Outsourcer	\$2,098,025	\$1,405,677	\$933,621	\$721,196
Total Price per Contact	\$4.68	\$5.60	\$8.01	\$12.87
Number of Users Supported	50,000	50,000	50,000	50,000
Price per User per Month	\$3.50	\$2.34	\$1.56	\$1.20

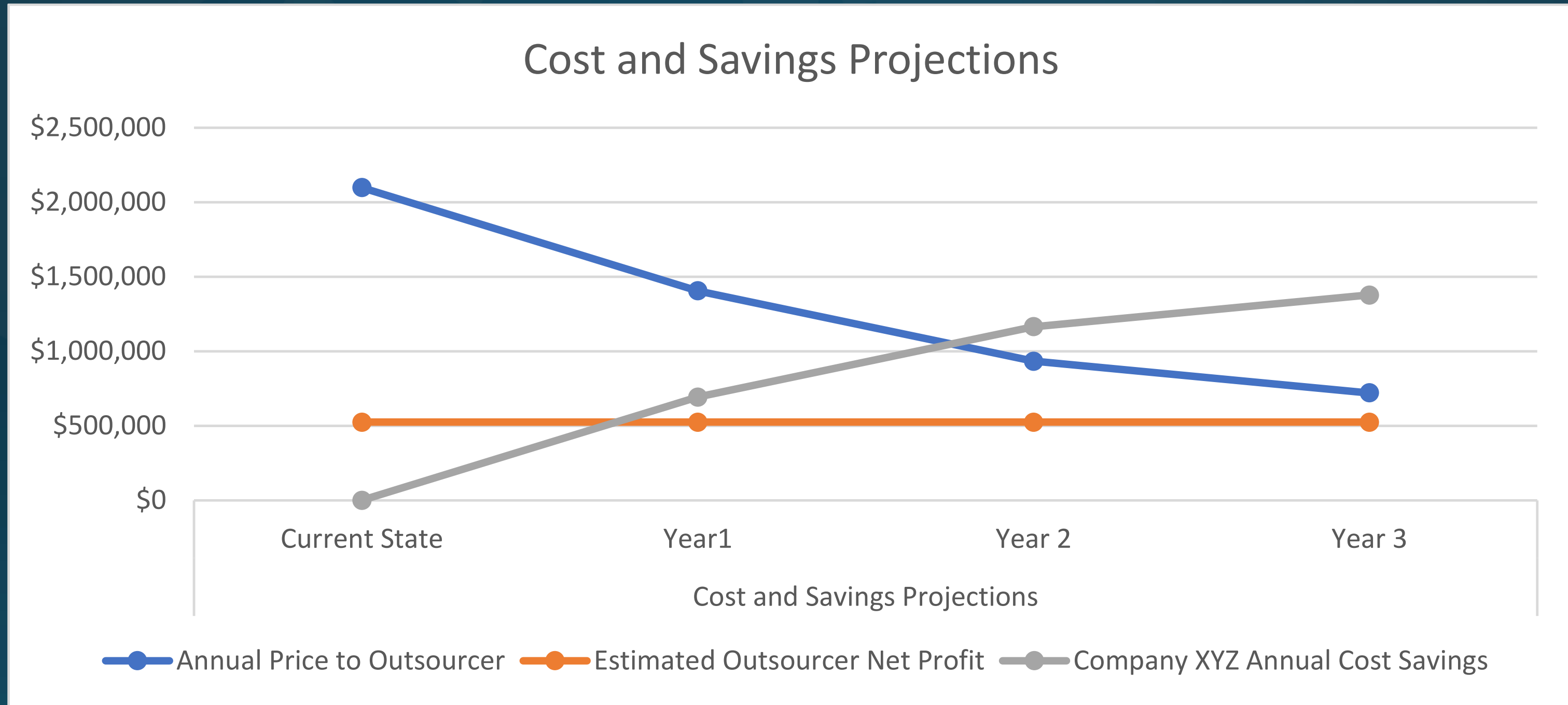
Current and Projected Ticket Volumes



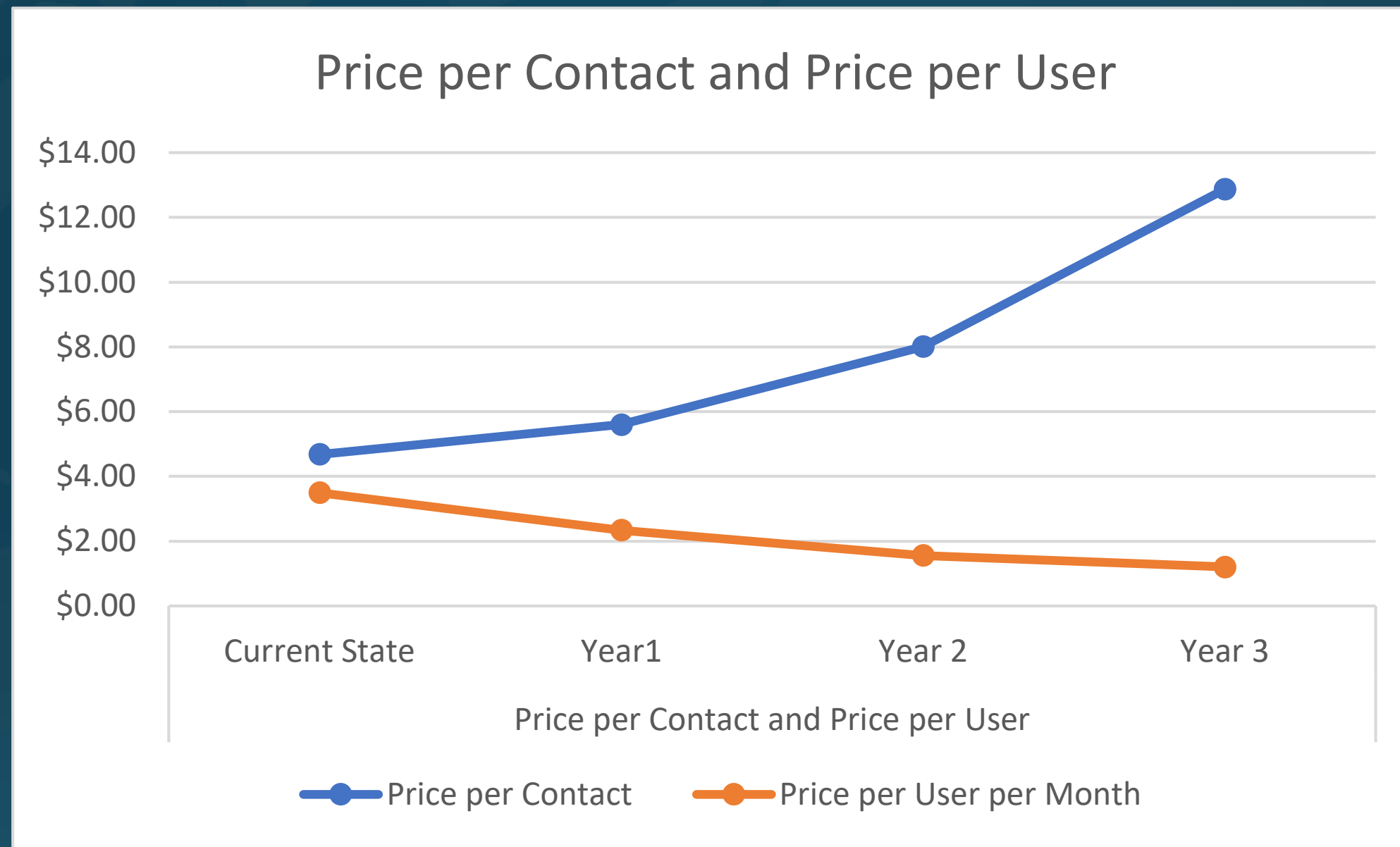
Cost and Savings Projections

Support Channel	Cost and Savings Projections			
	Current State	Year1	Year 2	Year 3
Annual Price to Outsourcer	\$2,098,025	\$1,405,677	\$933,621	\$721,196
Estimated Outsourcer Net Profit	\$524,506	\$524,506	\$524,506	\$524,506
Company XYZ Annual Cost Savings	\$0	\$692,348	\$1,164,404	\$1,376,829
% Cost Savings vs. Current State	0%	33%	56%	66%

Cost and Savings Projections

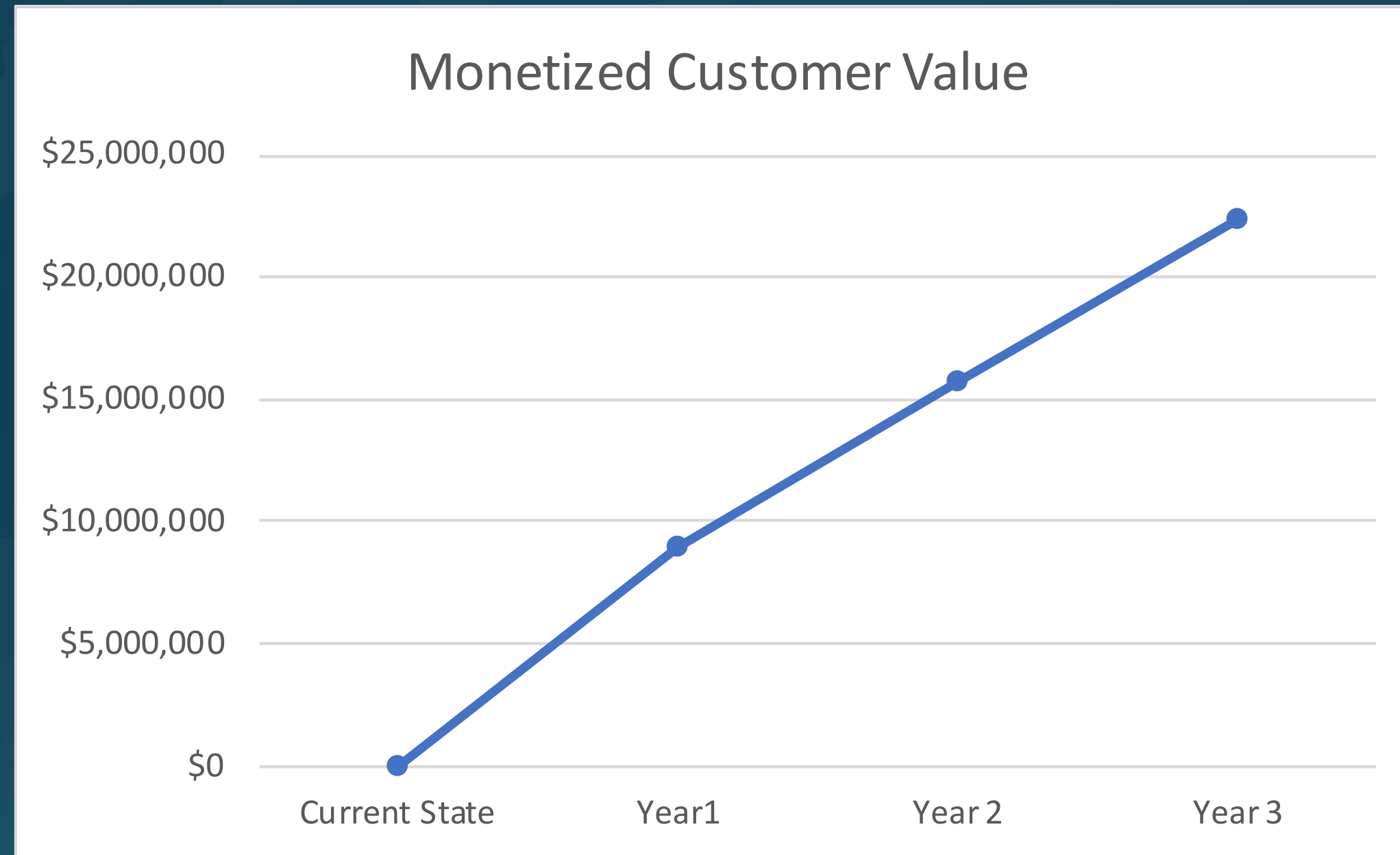


Price per Contact



Price Metric	Price per Contact and Price per User			
	Current State	Year 1	Year 2	Year 3
Price per Contact	\$4.68	\$5.60	\$8.01	\$12.87
Price per User per Month	\$3.50	\$2.34	\$1.56	\$1.20

Monetized Customer Savings

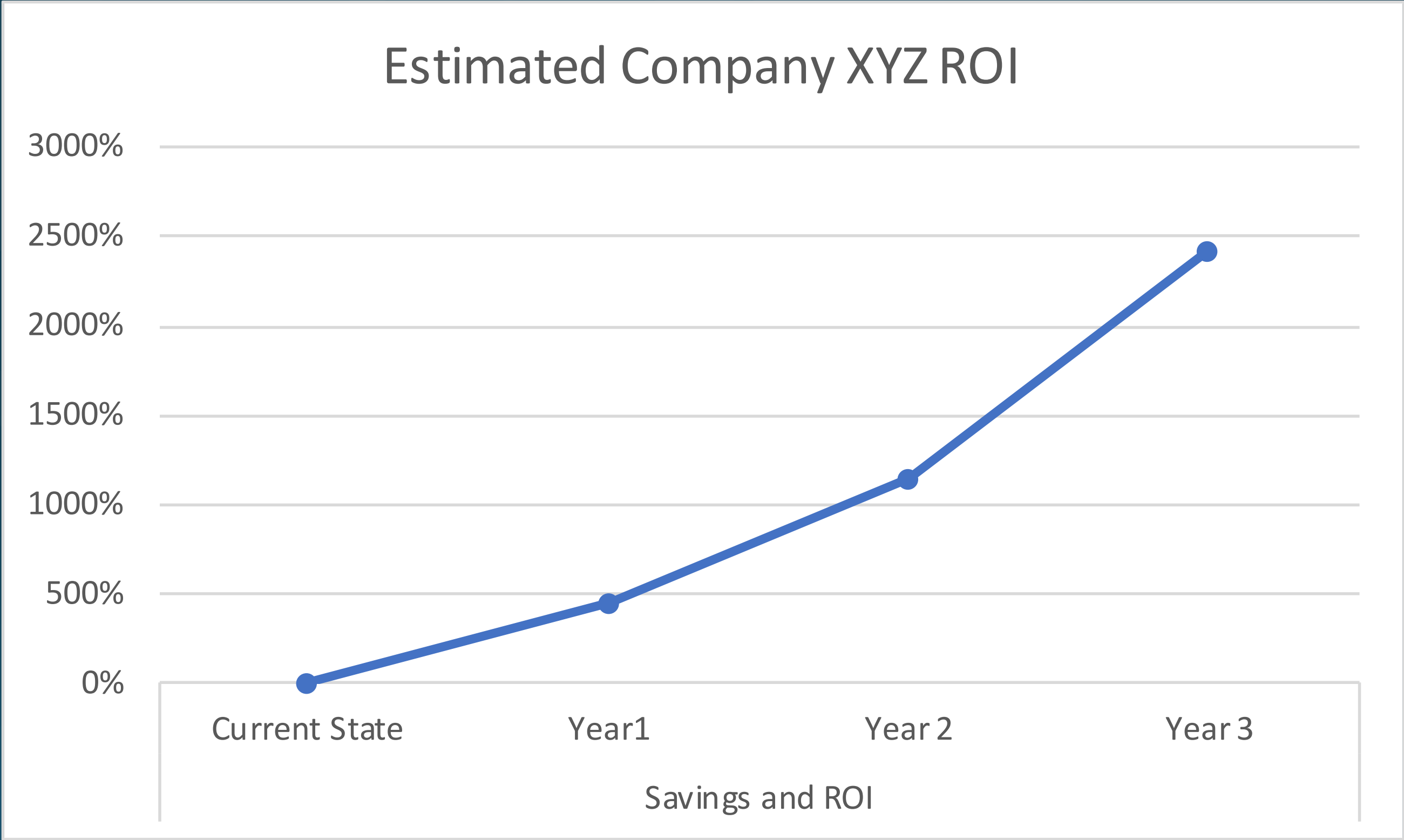


Support Channel	Monetized Customer Value			
	Current State	Year 1	Year 2	Year 3
Monetized Customer Value	\$0	\$8,965,920	\$15,690,360	\$22,414,800

Estimated Savings and ROI

Support Channel	Savings and ROI			
	Current State	Year1	Year 2	Year 3
Monetized Customer Value	\$0	\$8,965,920	\$15,690,360	\$22,414,800
Estimated Company XYZ Savings	\$0	\$692,348	\$1,164,404	\$1,376,829
Incremental Annual Savings	\$0	\$692,348	\$472,056	\$212,425
Total Annual Return	\$0	\$9,658,268	\$16,162,416	\$22,627,225
Annual Price Paid to Outsourcer	\$2,098,025	\$1,405,677	\$933,621	\$721,196
Estimated ROI	0%	460%	1150%	2424%

Estimated ROI





ABOUT METRICNET

COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.



JEFF RUMBURG

Managing Partner and CEO



ANGELA IRIZARRY

President and COO



TIMOTHY COVER

Executive Project Director



EXECUTIVE TEAM

CONTACT US



BY PHONE

(775) 298-7772

VIA EMAIL

info@metricnet.com

ON THE WEB

MetricNet.com

CONNECT WITH US ONLINE



@METRICNET

MEET SOME OF OUR CLIENTS



THANK YOU!