

End user IT help desk cost comparison results

Thank you using our IT service desk cost comparison calculator.

Your results are detailed below. In reality, there are many variables that can affect the service cost, including the level of service provided, exactly what's being supported and coverage times specific to your needs. However, we hope this gives you a good comparison. For more information, feel free to reach out to us.

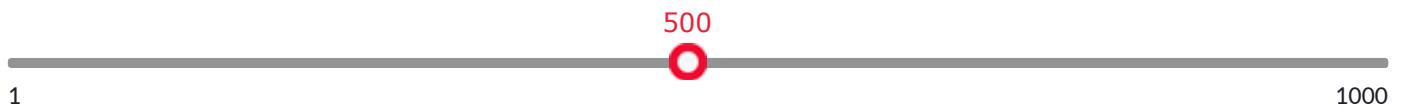
Size of internal service team:

(i.e. number of employees currently providing service, to one decimal point)



Number of end users supported:

(i.e. employees with a computer)



Cost of support comparison (£)

(per year)

Internal:	£430,000	Saving:	£190,000
External:	£240,000		44%

Time supported comparison (Hours)

(per year)

Internal:	17250	Saving:	8750
External:	26000		51%

ASSUMPTIONS:

Internal cost - Resource cost of £30k plus 43% loading
(pension, training, NI, PC, desk, payroll etc)

External cost - £40 per user per month

Internal time - 230 working days x 7.5 hours/day

External time - 260 working days x 10 hours/day