

# Zavanta Business Case Math



# Introduction

A good Process-Procedure-Policy system reduces costs. It's also a means to higher revenues, happier customers, and improved morale.

## **What would the dollar impact be if you could:**

- Reduce risk, errors, and rework costs
- Ensure core processes are repeatable
- Ease the regulatory compliance burden
- Get more work done with fewer people
- Train new hires more quickly and efficiently
- Spend less time answering routine questions
- Prevent know-how from leaving the organization
- Ensure customers always have a consistent experience
- Implement major changes faster and without disruption

Many people make the mistake of looking at just the out-of-pocket costs, or think "we already own MS Word, my people know it, so its free." Time is money.

## **How much valuable time does your company waste because of unnecessary steps, confusion and everyone doing their own thing?**

Day-to-day operational inefficiencies and non-compliance may seem invisible, but when you actually calculate their costs, the number can be staggering!

Have you done the math?

Below we present factors to consider as well as the business outcomes our Zavanta users have achieved.



On average, 25% of the annual salary of a new hire is spent on knowledge transfer including orientation, learning about the workplace and coworkers, ramp up time, productivity loss while learning, errors and rework.

*Source: Behavioral Technologies, Inc.*

# Zavanta's value proposition

- ✓ Zavanta ensures your content gets used. Most MS Word documents and old-style manuals never get updated and don't even get used!
- ✓ Zavanta has built-in content management, so you don't have to buy a separate workflow or document management tool.
- ✓ Most organizations reinvent the wheel or have separate initiatives for operations, training, and compliance. Zavanta is designed for all of these, so you can have a single system, saving you time and money.
- ✓ Out-of-date policies and procedures pose a tremendous risk. Maintenance with Zavanta is easier than with general-purpose tools. Distributing updates is automated.
- ✓ In time trials, Zavanta slashes development and ongoing maintenance time. You can generate a mobile-friendly employee website or a manual in a fraction of the time it takes with other tools. And, no IT resources are required!

**Zavanta ensures your content gets used.**

Unless your content is accessible – employees can find it, understand it, and can use it to make good decisions – nothing else really matters.



# Business case

There are numerous soft benefits: less frustration, streamlined communication, but its best to link your business case to measurable economic value.

There are two parts to building a solid business case.

**Work time cost savings.** The time employees are spending authoring, reviewing, publishing, translating, updating, and managing content.

**Business results.** Your desired operational outcomes, specific improvements, risk reduction, or compliance targets that can be achieved through the use of accurate, accessible operating policies, and procedures.

Its important to understand that beyond an initial ROI, your Zavanta system can continually deliver value as you expand use of the system to more application areas and departments. Regulatory compliance may be your initial driver, but don't limit your vision to this single use case. The value you get also depends on the people in your organization owning and managing the system.

See ROI examples on the following pages ▶

## Zavanta's economic value summary

Reduced work time for your staff and review team

Business outcomes such as lower costs, reduced risk, and increased revenues

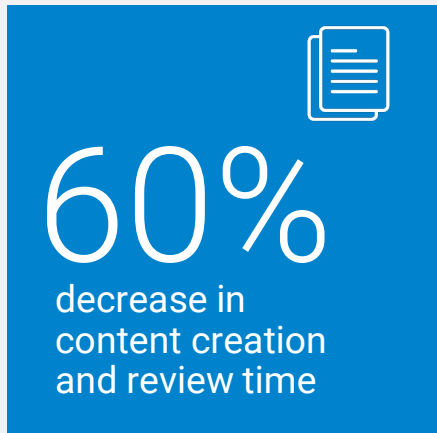
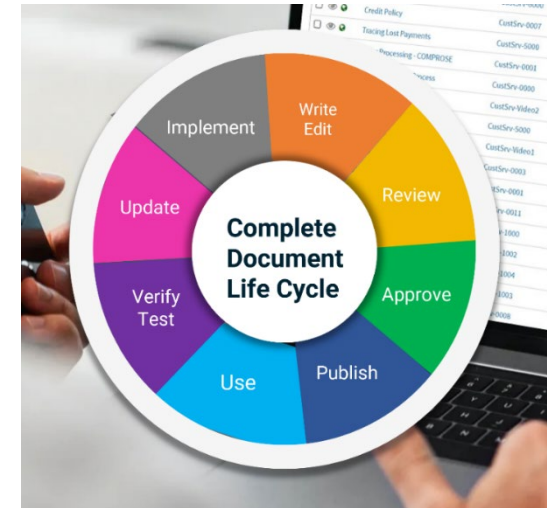
## Zavanta client results

# Work time cost savings

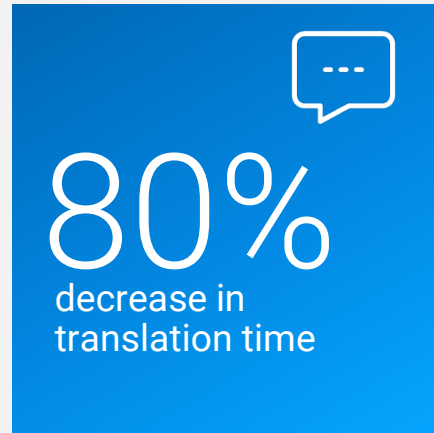
Most people don't realize how much time and effort goes into the policy and procedure management process in a large organization. There are many people involved and lots of moving parts. The cost of authoring, reviewing, approving, translating, publishing, updating, and tracking changes for just one document is significant. Multiply that by 100, 500 or more documents a year and the total cost is thousands or millions of dollars.

With Zavanta, you'll realize time and cost savings within each stage of the document life cycle, starting with authoring assignment to final distribution.

**Below are a few examples:**



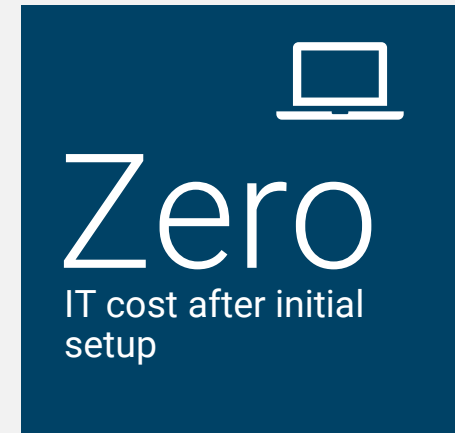
Authors don't waste time formatting. Zavanta's guided authoring prompts authors. Zavanta workflows automate review and approval cycles.



Translation tasks are automated, reducing errors and time-consuming manual tasks. Zavanta generates an employee portal in any language.



Zavanta was purposely designed for maintenance. It's easy to make changes across documents.



Beyond initial setup, business users maintain the system. Instead of days, updates go out to your workforce immediately.

## Zavanta client results

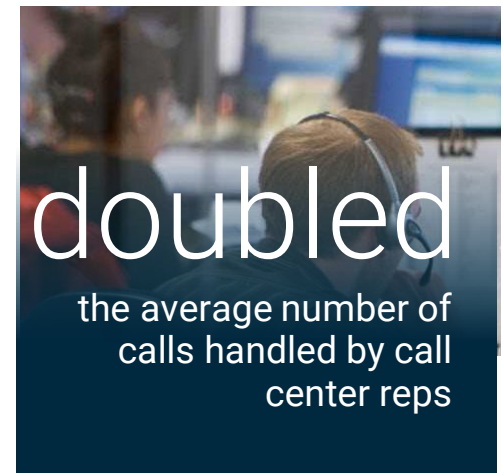
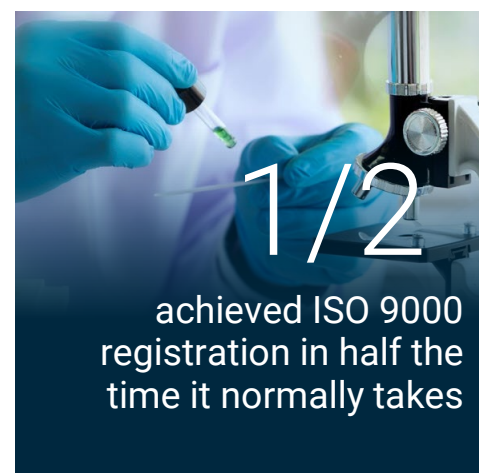
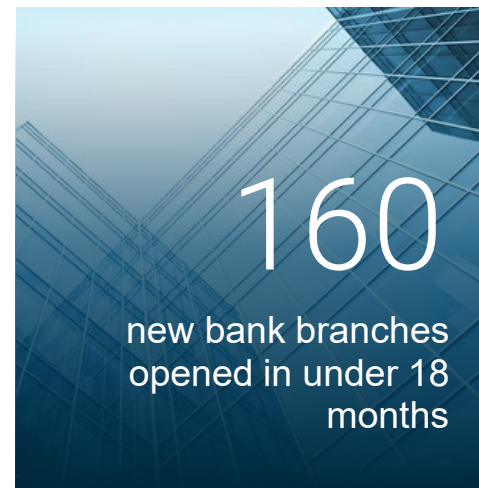
# Measurable business results

It's hard to predict exactly the operational ROI you will achieve, so **we'll share some results our clients have experienced.**



Important points to consider for your business case that represent significant savings:

- Research shows that an employee can waste more than 10% of the workday (45 minutes or more) conferring with colleagues and supervisors on how to perform routine tasks. Think of the savings across your workforce if you could reduce that number by 10%, 25% more?
- Costs of external auditors to review compliance adherence can be inflated if the organization lacks an efficient system to communicate policies and procedures for compliance review.
- Failure to follow standard procedures and violation of regulations can result in costly fines from regulatory agencies. Compliance violations are often the result of poor communication of correct policies and procedures. With the right system, you'll reduce the compliance burden and drain on staff time.





## About Comprose

We are dedicated to helping people thrive by gaining access to accurate, updated “how to” knowledge anytime, anyplace, in any language.

Everything we do – our method, our software, our advice – is focused on one thing: helping our clients achieve their strategic goals by getting procedural knowledge out of peoples’ heads and shareable.

We’re passionate about the power of good systems and clear standard operating procedures because of the tangible results we’ve seen our customers achieve: agility, reduced operating costs, faster training, predictability, greater transparency.