

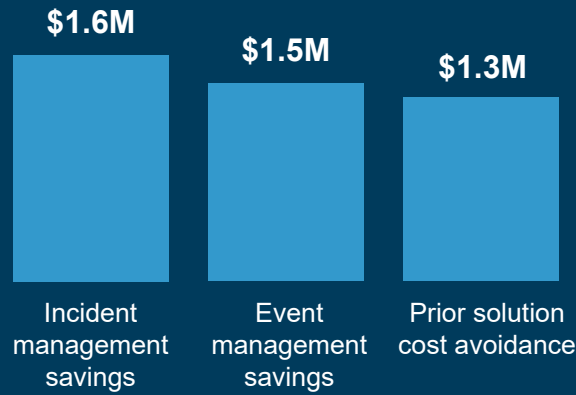
# The Total Economic Impact™ Of IBM Netcool® Operations Insight (NOI)

FORRESTER®

Through interviews and a survey of several customers and data aggregation, Forrester concluded that IBM NOI has the following three-year financial impact.

## SUMMARY OF BENEFITS

Three-year risk-adjusted



**126%**  
Return On Investment

**\$2.45M**  
Net Present Value

**11 month**  
Payback

## EVENT MANAGEMENT EFFICIENCY WITH NOI

**+30% reduction in events presented to operators**  
compared to prior tools

Event resolution efficiency saves 18,000 hours per year, 3 minutes saved per event

Avoiding duplicate events saves 9,000 hours per year, 5 minutes saved per event

## NOI IMPROVES INCIDENT MANAGEMENT

**13%**

Improvement in first contact resolution, resulting in more cost-effective remediation for 9,000 events per year



\$370,000 saved per year by avoiding additional outages with NOI, compared to prior tools

## NOI IS EASIER TO ADMINISTER

**50%**

Reduction in administration time with NOI compared to prior tools

**Read the full study**

This document is an abridged version of a case study commissioned by IBM titled: The Total Economic Impact Of IBM Netcool® Operations Insight (NOI), November 2017.

Commissioned By

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