

The Total Economic Impact™ Of Intradiem

Through 4 customer interviews and data aggregation, Forrester concluded that Intradiem has the following three-year financial impact.



ROI
342%



BENEFITS PV
\$25.8M



NPV
\$20.0M

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“You can’t overstate the value of transitioning from transactional button pushing to be more analytical and thinking and interacting with people. It’s much more satisfying at the end of the day when you solved problems, rather than just pushed a bunch of buttons.”

Senior director of
business planning,
education technology

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CHALLENGES before Product

Time-consuming manual processes for scheduling and coding staffing levels and training sessions



The expense and loss of experience due to high employee attrition rates

Aligning schedules to meet competing goals of economy and effective service levels



Inability of management to monitor agents in real time

Inefficient and ineffective training practices



BENEFITS with Product

\$1.0M

Improved administration efficiency

\$2.4M

Reduced employee attrition

\$5.3M

Increased voluntary time off

\$7.7M

Increased customer service agent productivity

\$9.4M

Improved efficiency of employee training (including overhead)



Read the
full study

This document is an abridged version of a case study commissioned by Intradiem titled: The Total Economic Impact Of Intradiem January 2022

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