



What is the Forrester Total Economic Impact™ of OpenText Process Suite

Forrester worked with OpenText to analyze the total economic impact that OpenText Process Suite has on one of its customers, who shared these business insights as a result of using the platform:



“Aligning our processes across our organization improved business productivity”



“Automating our key processes takes strain off internal IT resources”



“Reduced our operational costs by efficiently managing our end-to-end processes.”



“We are now able to evaluate opportunities and make decisions faster”

Through an in-depth customer interview and data aggregation, Forrester concluded the following financial impact OpenText has on a representative organization:



**ROI:
90%**

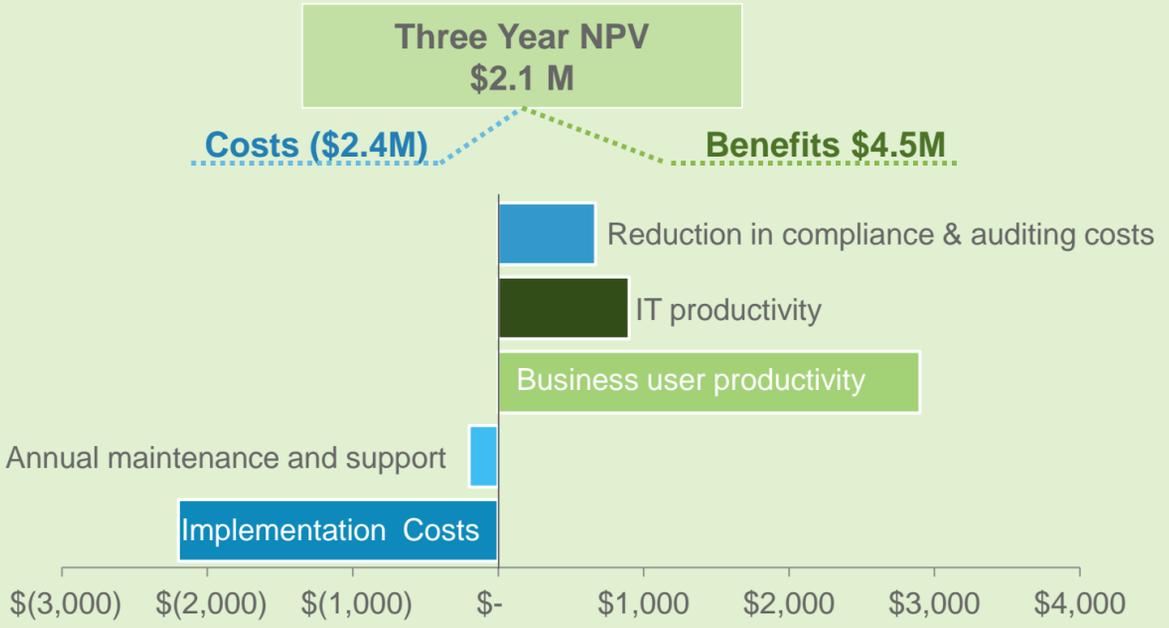


**Payback:
12-13 months**

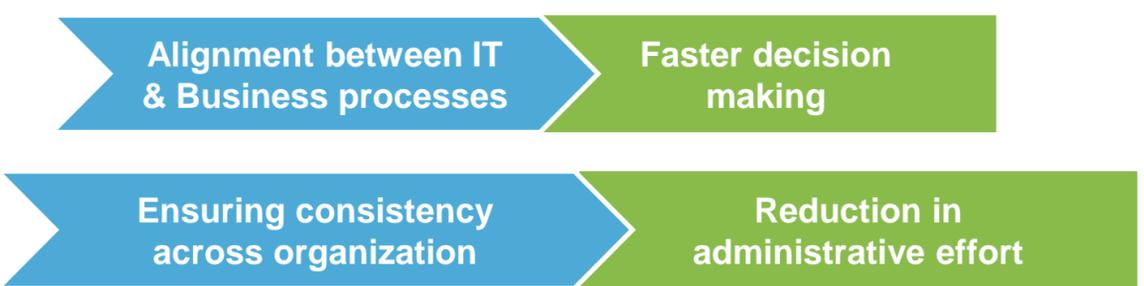


**NPV:
\$2.1 million**

More importantly, TEI quantified specific benefits, costs, and metrics that mattered to customers:



Customers also experienced additional benefits that were not quantitatively tracked in detail:



OpenText Process Suite by the Numbers

15%

Increase in business productivity by year 3 through increased automation and transparency.

30%

Increase in IT productivity through virtual configuration functionality

2000

Hours of auditing time saved by the organization to comply with internal and external standards.

\$4.4 million

Total quantified benefits realized over three-years for the organization

\$2.1 million

Three-year NPV on their investment using a 10% discount rate.

12

Months for the organization to recover its investment in OpenText's Process Suite.

Disclosures

The reader should be aware of the following:

- This document is an abridged version of a full case study: The Total Economic Impact Of OpenText's Process Suite December 2015.
- The study was commissioned by OpenText and delivered by the Forrester Consulting group.
- Forrester makes no assumptions as to the potential return on investment that other organizations will receive.
- Please read the full case study for additional disclosures.

TEI Methodology

Total Economic Impact™ (TEI) is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies communicate, justify, and realize the tangible benefits of IT initiatives to both senior management and other key business stakeholders. The TEI methodology consists of four components to evaluate investment value: benefits, costs, risks, and flexibility. (<http://www.forrester.com/marketing/product/consulting/tei.html>)