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# **Field Information Management Systems (FIMS) – The Business Case**

## **From Concept to ROI**

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# The Whole Talk – in Three Chunks

Devices are enabling - Information is  
**TRANSFORMATIVE.**

Make your core business processes “**STRAIGHT-  
THROUGH**” processes.

**PRODUCTIVITY** is the battleground tomorrow, so  
begin today



*This presentation and a complete ROI analysis can be found at [www.agileframeworks.com](http://www.agileframeworks.com)*

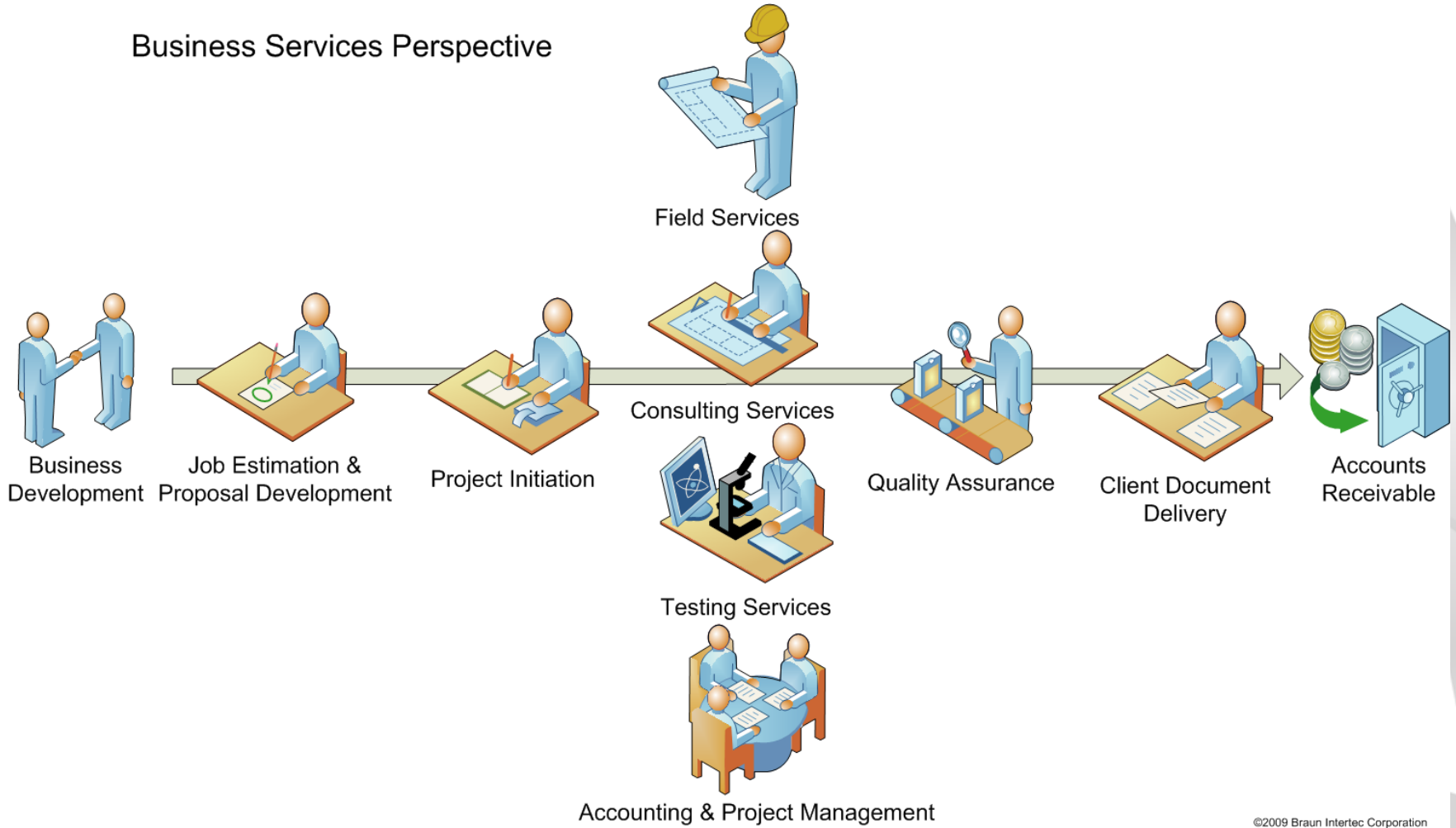
# Field Information Management System



The Enterprise System for all your field services  
– The Killer App!

# FIMS is part of a comprehensive, "Straight-through" Business Process

Business Services Perspective



# Field Information Management Systems Critical Success Factors



- ▶ Gather data at origin
- ▶ Real-time visibility
- ▶ Enable the entire business process
- ▶ Structured data feeds the future value chain

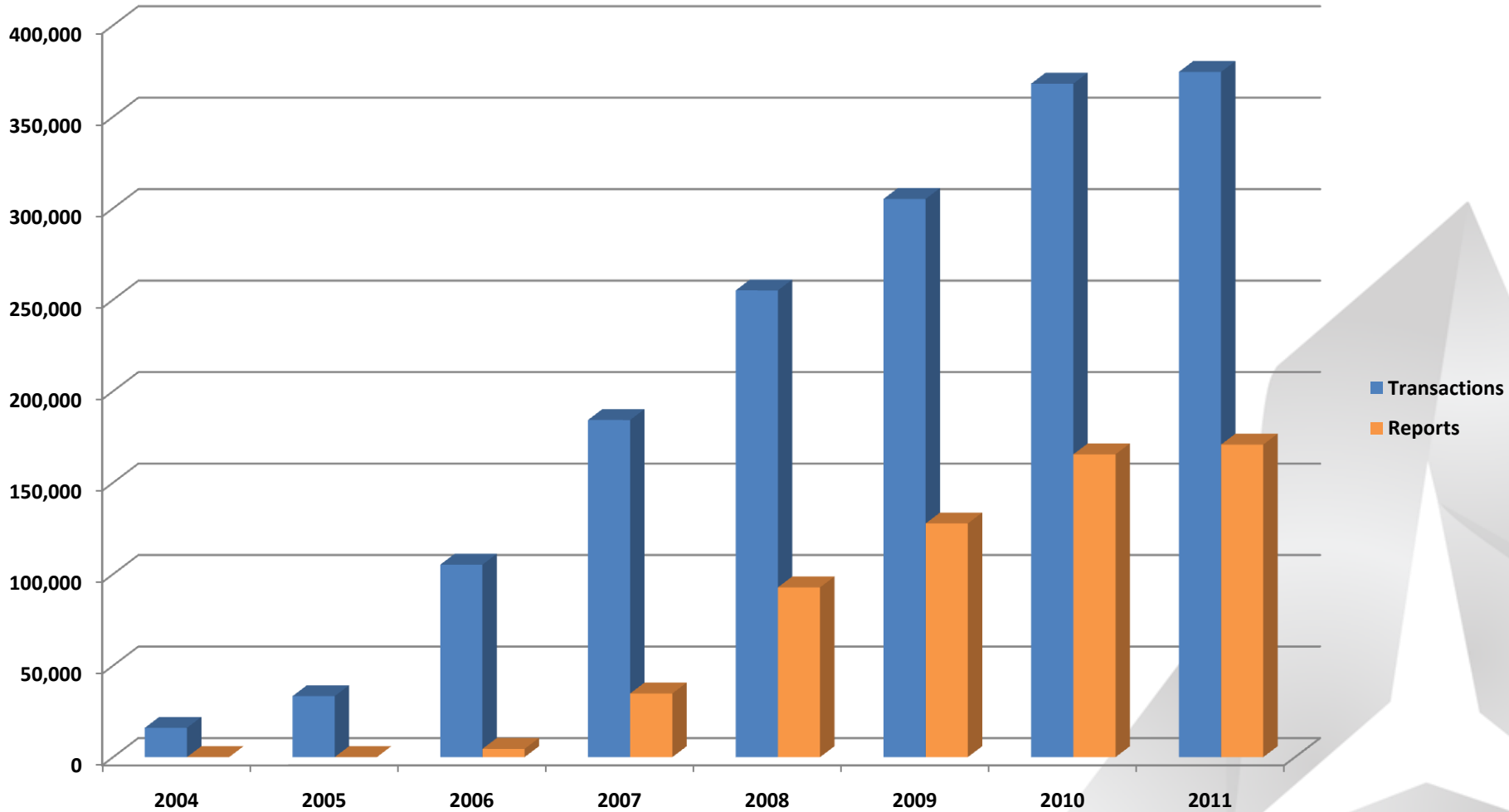
# Braun Intertec

## Operational Metrics using MetaField™

- Implemented for Construction Materials Testing business unit
- Uninterrupted operation since 2004
- Average cycle time reduction [weeks to days](#)
- As of today:
  - 374,522 transactions (field work activities)
  - 170,825 client reports
- Enhancements deploying in May
  - Non-destructive engineering business (special inspections, field observations, daily reports)

# Braun Intertec

## Operational Metrics using MetaField™



# MetaField™ ROI Analysis

## ▲ Staffing

Staff information (average costs and assumed productivity gains) are identified based on roles in the process. Roles Include:

- ▲ MetaField users – Field Engineers
- ▲ QA users – Certified Engineers
- ▲ Administrative users - Report development, document distribution and management

## ▲ Document Volumes

Report and page volumes that drive the costs and savings when migrating to FIMS.

## ▲ Infrastructure

Necessary systems, equipment and services needed to provision the system. Items include:

- ▲ Number and average cost of devices.
- ▲ Average monthly voice/data plan fees.
- ▲ Device replacement and repair
- ▲ Device management subsystems
- ▲ Software subscription fees

## ▲ Financial Variables

Cost of Funds and Inflation factors





ROI Metrics (annualized except where indicated)

**Financial Inputs**

Cost of Capital	9%
Inflation Factor	3%
# Months fully deployed (1st Year)	8

**Usage Profiles**

# MetaField Users	130
MetaField Users: Average Fully Loaded FTE \$	\$ 37,642
MetaField Users: Average Productivity/Cost Avoidance %	6%
# MetaField QC Users	24
MetaField QC Users: Average Fully Loaded FTE \$	\$ 73,122
MetaField QC Users: Average Productivity/Cost Avoidance %	6%
# MetaField Report Users	14
MetaField Report Users: Average Fully Loaded FTE \$	\$ 28,290
MetaField Report Users: Average Productivity/Cost Avoidance %	15%

**Report & Document Management**

Average # report produced (total documents)	
Document Life Expectancy (Years)	
Average # of document searches (% of average annual production)	1%
<b>Benchmark</b> for Paper Based Processes (per page) \$	\$ 5.00
<b>Benchmark</b> for Electronic Document Management (per page) \$	\$ 0.50
<b>Benchmark</b> for paper based search \$	\$ 37.50
<b>Benchmark</b> for full-text electronic page search \$	\$ 2.00
Projected average search cost savings/1st year	\$ 3,550
Projected average document lifetime savings/document/year	\$ 0.64

**Cost Inputs**

Average Implementation Cost/User (one-time cost) \$	\$ 223.00
Average Device Acquisition Cost/Field User (1 time cost) \$	\$ 250.00
Average ongoing field device acquisition cost/field user \$	\$ 50.00
Average device replacement rate (annual) %	30%
Average field device management costs/user (monthly) \$	\$ 8.00
Average voice carrier costs/wireless user (monthly) \$	\$ -
Average data carrier costs/wireless user (monthly) \$	\$ 30.00
MetaField Monthly Subscription/User \$	\$ 30.00

**MetaField™ Implementation - Quantitative Value Analysis**

	Initial Investment	Year One	Year Two	Year Three
<b>BENEFITS</b>				
Field Staff - Productivity/Cost Avoidance		\$ 293,608	\$ 302,416	\$ 311,488
Project Managers - Productivity/Cost Avoidance		\$ 105,296	\$ 108,455	\$ 111,709
Administration - Productivity/Cost Avoidance		\$ 59,409	\$ 61,191	\$ 63,027
		\$	\$	\$
Document production, retention, search		9,979	20,556	31,759
<b>Total Benefits</b>		<b>\$468,291</b>	<b>\$492,618</b>	<b>\$517,983</b>
<b>Cumulative value</b>		<b>\$468,291</b>	<b>\$960,909</b>	<b>\$1,478,892</b>

**2.42 Months!**

MetaField™ Implementation Costs	\$ 37,464	\$ -	\$ -	\$ -
Field User Device Acquisition Costs	\$ 32,500	\$ -	\$ -	\$ -
<b>Recurring Investment</b>				
Field Device Management/Replacement Costs		\$ 14,430	\$ 14,863	\$ 15,309
Telcom/Data Provider Costs		\$ 46,800	\$ 48,204	\$ 49,650
MetaField™ Licensing Costs		\$ 60,480	\$ 60,480	\$ 60,480
<b>Total Investment</b>	<b>(\$69,964)</b>	<b>(\$121,710)</b>	<b>(\$123,547)</b>	<b>(\$125,439)</b>
<b>Cumulative investment</b>	<b>(\$69,964)</b>	<b>(\$191,674)</b>	<b>(\$315,221)</b>	<b>(\$440,660)</b>

<b>NET VALUE</b>				
Annual Benefit Flow		\$346,581	\$369,071	\$392,544
Monthly Benefit Flow		\$28,882	\$30,756	\$32,712
Cumulative Benefit Flow		\$276,617	\$645,688	\$1,038,232
<b>Net Present Value of 3 Year Investment</b>	<b>\$ 790,602</b>			
<b>Cumulative Payback of Investments</b>		2.44 times	3.05 times	3.36 times
<b>Initial Investment Paid Back in</b>		<b>2.42 months</b>		
<b>ROI (by year)</b>		395.37%	485.47%	499.06%

# Braun Intertec - Future Value Sources

## **Competitive Advantage**

Differentiate with “Value Add” vs. “Race to the Bottom”

## **“Stickier” Client Relationships**

Strengthen key relationships by providing useful, user-friendly access to information.

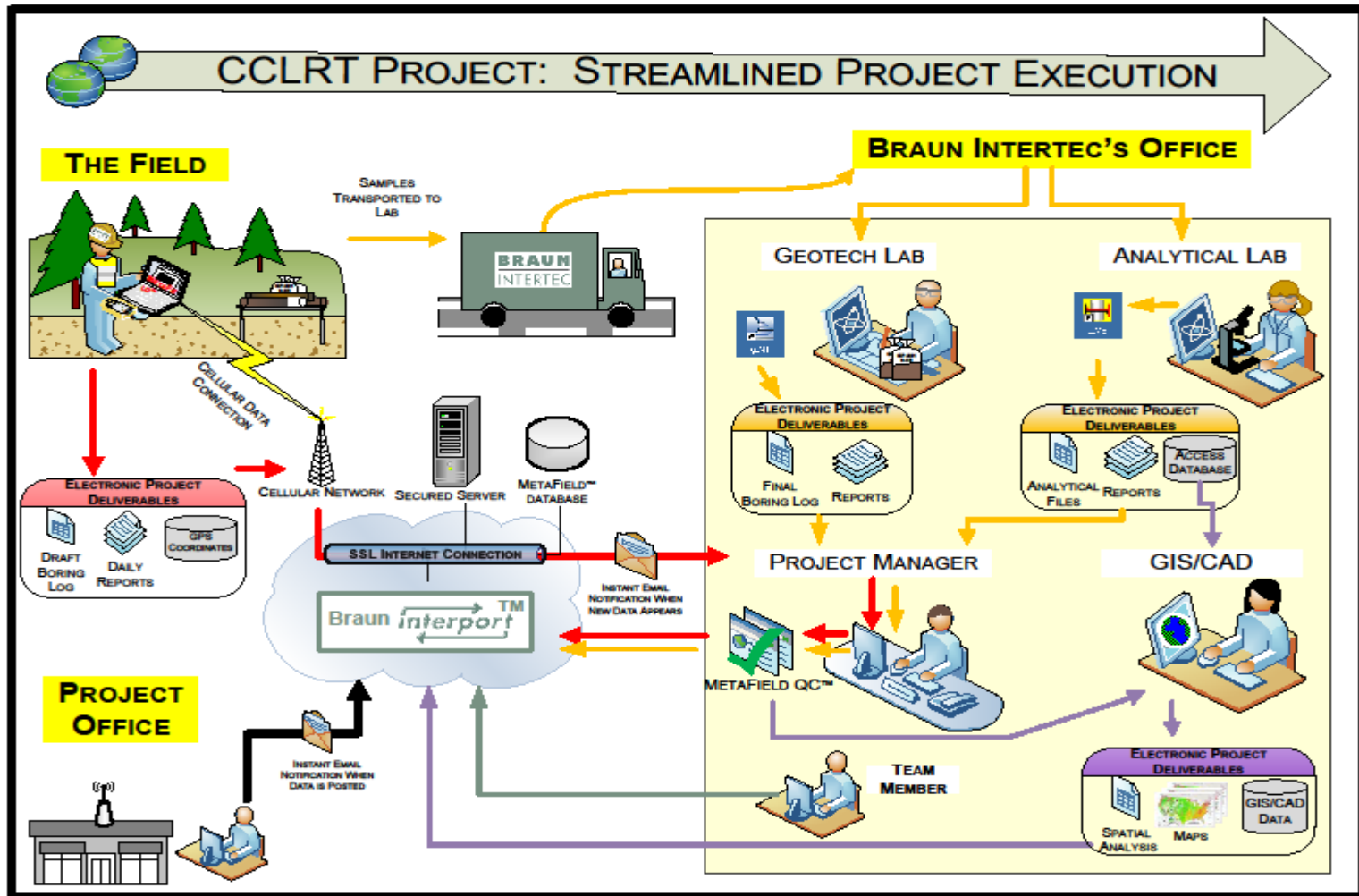
## **Document /Information Management**

Ability to retain, reproduce and manage documentation and re-purpose data over time. BI, data mining, OLAP....

## **Strategic Partnering**

Moving from tactical, cost-based sub-contracting to enduring, value –added partnering.

# Demonstration: CCLRT



# From Concept to ROI . . . And Beyond

The Field Information Management System (FIMS)

It starts with the device, but it's about the data.. get it right, get it quick, get the money.

Move from manual, document centric processes to data-centric, straight-through processes.



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**THANK YOU FOR YOUR ATTENTION**

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