Microsoft® Windows® 95 Upgrade

Business Analysis Tool

This spreadsheet will ask you a series of questions about your organization's current computing environment. It will also pose some assumptions about the affect of Windows 95 on this environment. You should modify this spreadsheet model to meet your needs. The most effective way to do this is to incorporate data about the base of users you plan to upgrade to Windows 95. You should change any assumptions that you aren't comfortable with as you move through this worksheet. At the end of the model, you will be given a summary output with details enumerated in the summary. Feel free to take this output and manipulate it by incorporating additional investments needed to upgrade these users (such as hardware upgrades) or additional benefits that you may accrue by upgrading to Windows 95 (such as remote computing for a mission-critical application).   For more information on this tool, see the *busplanr.doc* document that has accompanied this spreadsheet.

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Microsoft Windows 95 Upgrade
Upgrade Effort

In the yellow boxes, place in the number of people you want to upgrade and the approximate cost of the Windows 95 software. The number of users will be used to calculate the costs of upgrading and the benefits derived from the upgrade.

The $99 cost of Windows 95 is the estimated street price. Your cost may be less depending on your licensing relationship with Microsoft.

If your upgrade base is not hetereogenous, you may want to consider developing separate business case models for the distinct groups.

1000	**Number Of Users To Upgrade**
$99	**Cost Of Windows 95 Software**

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Microsoft Windows 95 Upgrade
Upgrade Effort

There are several ways organizations can perform the installation of Windows 95 on their upgrade base. A "Push" hands-free installation is performed from a central location and requires no active involvement at the desktop. A "Pull" hands-on installation requires someone at the desktop to run the setup routine manually locally or off a central server. A "Combo" of Push and Pull requires someone at the desktop to initiate the installation but it runs automatically from a central server.

Install Method

○ "Push", Hands Free Install (1 hr)

○ "Combo" Push & Pull (2 hrs)

○ "Pull" Hands On Install (3 hrs)

○ Use My Own Time Estimate

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Microsoft Windows 95 Upgrade
Upgrade Effort

Choose the amount of training that you will provide your users on Windows 95. The Computer-based Tutorial, which is part of Windows 95, requires approximately 10 minutes for an end user to complete. This has proven to be adequate upgrade training for all levels of users based on independent research. The level of training for your organization depends primarily on end-user expectations, based on previous upgrades.

End User Training

○ Computer Based Tutorial (part of Windows 95)

○ 1 hour introductory training

○ 2 hour hands on training

○ Use My Own Time Estimate

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Microsoft Windows 95 Upgrade
Support Input

How many support calls do you receive today (on a steady-state basis)**?** These choices are based on research by Workgroup Technologies on organizations' Help Desks. If you track PC help calls to your upgrade base, you should incorporate your own figures here. These numbers will be used to estimate the affect Windows 95 will have on your help desk calls on a steady state basis.

Number Of Calls Per PC

○ Low: 0.2 call per month (per PC)

○ Medium: 0.6 calls per month (per PC)

○ High: 1.0 calls per month (per PC)

○ Use My Own Estimate

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Microsoft Windows 95 Upgrade
Support Input

For this upgrade base, what is the average time spent on calls to the help desk?

30   **Average Call Time (in minutes) Includes On-Site Visits**

What percentage of these calls require a technician to visit the desktop to fix the problem?

31%   **Percentage Of Support Calls That Require an On-site Visit**

◀

How much more time, on average, is spent on calls that require a technician to visit the desktop versus call that require only phone support to fix the problem?

30   **Average Time Difference Between On-site Visits and Calls That Can Be Resolved Over the Phone (in minutes).**

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Microsoft Windows 95 Upgrade
Support Input

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For this upgrade base, how many support technicians will be needed to support these Windows 95 users?

| 3 | **Total Number of Support Technicians For this Upgrade Base** |

How much training on will you need to provide to these support professionals to educate them on Windows 95?

| 8 | **Amount of Training Per Support Technician (in hours)** |

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Microsoft Windows 95 Upgrade
Support Input

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Although an independent study determined there is significant steady-state benefits for help desks when an organization moves to Windows 95, there is an initial support increase due to the upgrade. Typically, this initial support "bump" is for less than a 2 week period. The estimates enumerated are Microsoft internal estimates for product support of Windows 95 and are considered very conservative. If you want to supply your own estimates, choose the "Use my Own Estimate option."

Number of Support Calls during the first 2 weeks Post-upgrade

○ Low: 0.25 Calls/Unit

○ Medium: 0.3 Calls/Unit

○ High: 0.6 Calls/Unit

○ Use My Own Estimate

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Microsoft Windows 95 Upgrade
End User Time Assumptions

These assumptions serve as input into the affect Windows 95 has on end users. Typically, 2,000 hours is the budgeted work year for a user.

Users spend most of their PC time working in application software rather than directly with operating system tasks (such as printing, moving a file, or launching an application).

| 1000 | **Amount of Time Users Spend Using Their Computer Annually (in hours per user)** |

| 10% | **Percentage of Time User Spends Directly Interacting with the Operating System (per user)** |

◄ ►

5%   50%

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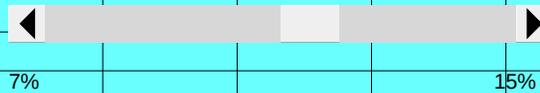# Microsoft Windows 95 Upgrade
Impact of Windows 95 on Help Desks

Workgroup Technologies Help Desk Study

Several independent studies have been performed to understand the affect of Windows 95 on an organization's computing environment. Workgroup Technologies performed one such study on the affect of Windows 95 on help desks in organizations. One of their findings was that between 7 and 15 percent of their PC support calls will be alleviated due to features in Windows 95.

11%

7 To 15% Of Support Calls will be Alleviated using Windows 95

7%   15%

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Microsoft Windows 95 Upgrade
Impact of Windows 95 on Help Desks

Workgroup Technologies Help Desk Study

Another finding from this same study is that up to 50 percent of the calls handled by technicians at a user's desk can now be handled via the more efficient method of phone support.

30%

Up To 50% More Efficient Handling of Calls Due to Reduced On-site Visits

◄ ►

0%   50%

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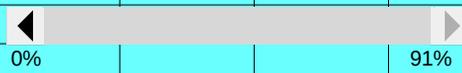
Microsoft Windows 95 Upgrade
Improved End User Productivity

Usability Sciences Study

Usability Sciences performed a study of users of Windows 3.1 on Windows 95. They studied all types of users of Windows 3.1 and found that these users were almost twice as fast on Windows 95 and made less mistakes in performing common operating system tasks.
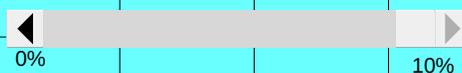
More Efficient User Interface

91%

0%   91%

Less Mistakes Performing Common Tasks

10%

0%   10%

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Microsoft Windows 95 Upgrade
Software Added Value

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You previously were required to purchase from third parties some software that is now included in Windows 95. By choosing the operating system that you're upgrading from, you will see an appropriate list of software that you may want to include in this analysis. In the "pick list" on the following screen, you should include the quantity and price for each software package that you no longer have to purchase because of Windows 95. This includes new functionality for the existing user base or new users in this upgrade base. Do not include current users of this software since this is a "sunk cost".
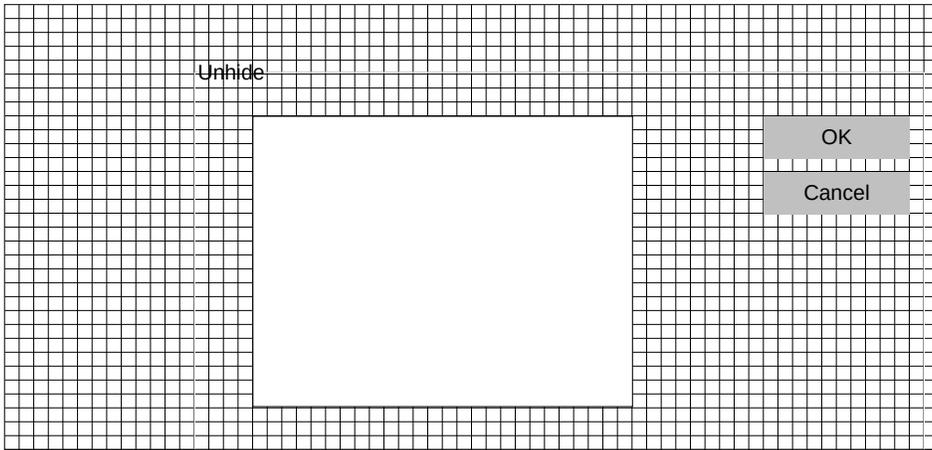
Which Operating System Are You Upgrading From?

◯ Windows 3.1

◯ Windows For Workgroups 3.11

◯ Other OS or New Install

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Unhide

OK

Cancel

Microsoft Windows 95 Upgrade

Software That You Would Have To Purchase Separately

Please Review This List And Make Any Appropriate Changes. Click Next When You Are Finished.

Double-Click On A Component To Remove It From The List. Click Unhide To Bring It Back

Unhide	<< Back	Next >>

Disclaimer: The products used in the price comparison are not identical to the functionality in Windows 95. These products may contain features you may want but aren't in Windows 95.

Software	Quantity	Estimated Price/Unit	Total Cost
Direct Cable Connect and synchronization software (Briefcase)	1000	$120	$120,000
Disk compression	1000	$87	$87,000
PPP and SLIP	1000	$99	$99,000
Microsoft Mail Client	1000	$42	$41,600
Microsoft Mail Remote	1000	$117	$117,000
Netware Server Lite	1000	$57	$57,000
Printer Sharing	1000	$395	$395,000
Fax	1000	$75	$75,000
Remote Editing of Registry	1000	$231	$231,000
Microsoft Backup	1000	$110	$110,000
Dial Up Networking client	1000	$300	$300,000
Multi config utilities state	1000	$33	$33,000
Viewers	1000	$61	$61,000
Remote Network Monitor agent	1000	$1,200	$1,200,000

Description			
Ability to directly connect two machines to exchange information and synchronize the files (Price Source:Travelling Software LapLink for Windows version 5)			
Price Source: Stacker Version 4			
Protocol stacks for PPP and SLIP (Price Source: FTP Software's Explorer OnNet Part Number EO-200)			
Price Source: Microsoft Mail Client (based on 10 seat license)			
Ability to act as a Netware Peer Server - file and print services (Price Source: Netware Lite version 1.1)			
Ability to share printers among workgroup (Price Source: SRP for Intel Print+ version 3.0)			
Electronic FAX capability (Price Source: Delrina WinFax Lite version 4.0)			
Ability to remotely modify configuration information (Price Source: Sabre LanWorkstation version 5.0)			
Ability to backup to a local device or Network server (Price Source: Norton Backup for Windows version 3.0)			
Dial up to a network and act as a node on the net. (Price Source: SRP for Automated Programming Technologies APT/Net PC version 3.7.1.5)			
Single Workstation have multiple user configurations (Price Source: SRP for V Communications BootCommander version 1.2)			
Ability to view data files of applications that aren't installed (Price Source: XTree Gold for Windows (version 4.0)			
Ability to remotely monitor/sniff individual workstations (Price Source: SRP for Network General's Remote Agent)			

Microsoft Windows 95 Upgrade

IS Time Savings Through Reduced Integration

Please Review This List And Make Any Appropriate Changes. Click Next When You Are Finished.
Double-Click On A Component To Remove It From The List. Click Unhide To Bring It Back

Unhide	<< Back	Finished	Software	Estimated Person Hours/User	Number Of Upgrades	Total Person Hours		
There are capabilities in Windows 95 that, in Windows 3.1, you'd have to integrate separately. This page enumerates time savings associated from not having to do this separately. The "person hours" represents how long it takes for an IS professional to upgrade the desktop for this support. These estimates come from Microsoft Solution Provider. **Disclaimer**: The software used in this comparison is not identical to the functionality in Windows 95. The software may contain features you may want but aren't in Windows 95.			Netware Client	0.25	1000	250		
			SNMP Agent	0.25	1000	250		
			Backup Agent	0.25	1000	250		
			Network Monitor	0.25	1000	250		
			NETBIOS for IPX	0.25	1000	250		
			PCMCIA	0.25	1000	250		
			TCP/IP	0.25	1000	250		
			CD-ROM Support	0.5	1000	500		

				Business Analysis Tool				
				Business Analysis Tool				
				Quantifying Return on Investment				
First Year Affect of Upgrading		**1,000**	**Users**		**Person Hours**	**Dollars**		
Total "Return" by Migrating to Windows 95					101,731	$0		
Total Investment Required to Upgrade					(2,341)	($99,000)		
Net Effect on Organization for first year post Upgrade					99,390	**($99,000)**		
	Effect on IS Organization				(1,443)	($99)		
	Effect on End Users				100,833			
		On a Per User Basis			101			

Legend

Click on the '+' button to show more details	+	Show More Detail
	-	Hide Detail (at the bottom)

Legend

■ Positive Value
■ Negative Value