

July 2022

ROI
394%



The Total Economic Impact™ of Orbus Software iServer365

Cost Savings and Business Benefits Enabled By
iServer365 Enterprise Architecture Management Suite

NPV
\$2.07M



A FORRESTER TOTAL ECONOMIC IMPACT™ STUDY COMMISSIONED
BY ORBUS SOFTWARE, JULY 2022

PAYBACK
10 months





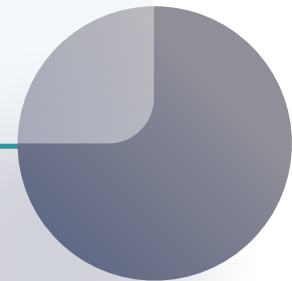
Executive Summary

Leading enterprise architecture (EA) practices are challenged to influence and enable firms' business transformations and use tools to provide a holistic view of the effects of business demand, identify productivity improvements, and get real-time insights on strategic and operational performance. Orbus Software's iServer365 reduces decision-making time, enables cost savings across the IT portfolio, and increases architecture quality and productivity, in turn improving employee experience and job satisfaction.



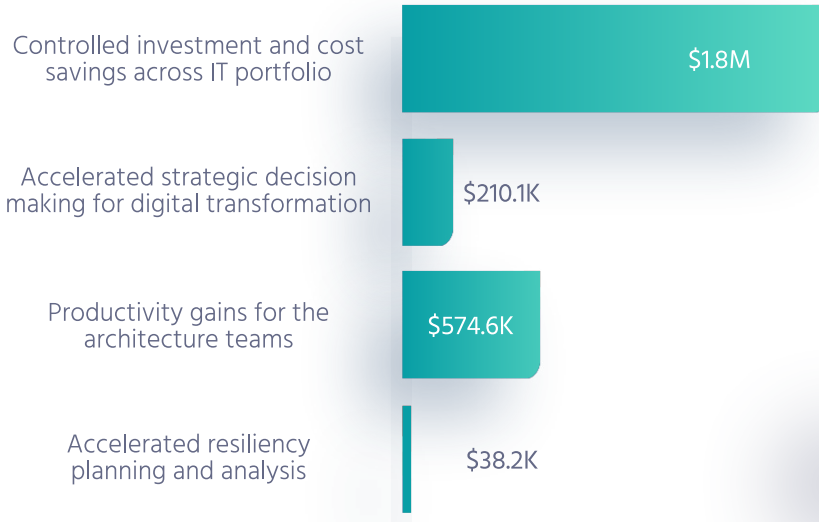
It becomes more and more important for us to reach a wider stakeholder group and to provide them analytics and decision-making materials that are easy to understand.

Head of enterprise architecture, construction



Key Findings

Benefits (Three-Year)



Key Metrics

ROI
394%



BENEFITS PV
\$2.60M



NPV
\$2.07M



PAYBACK
10 months



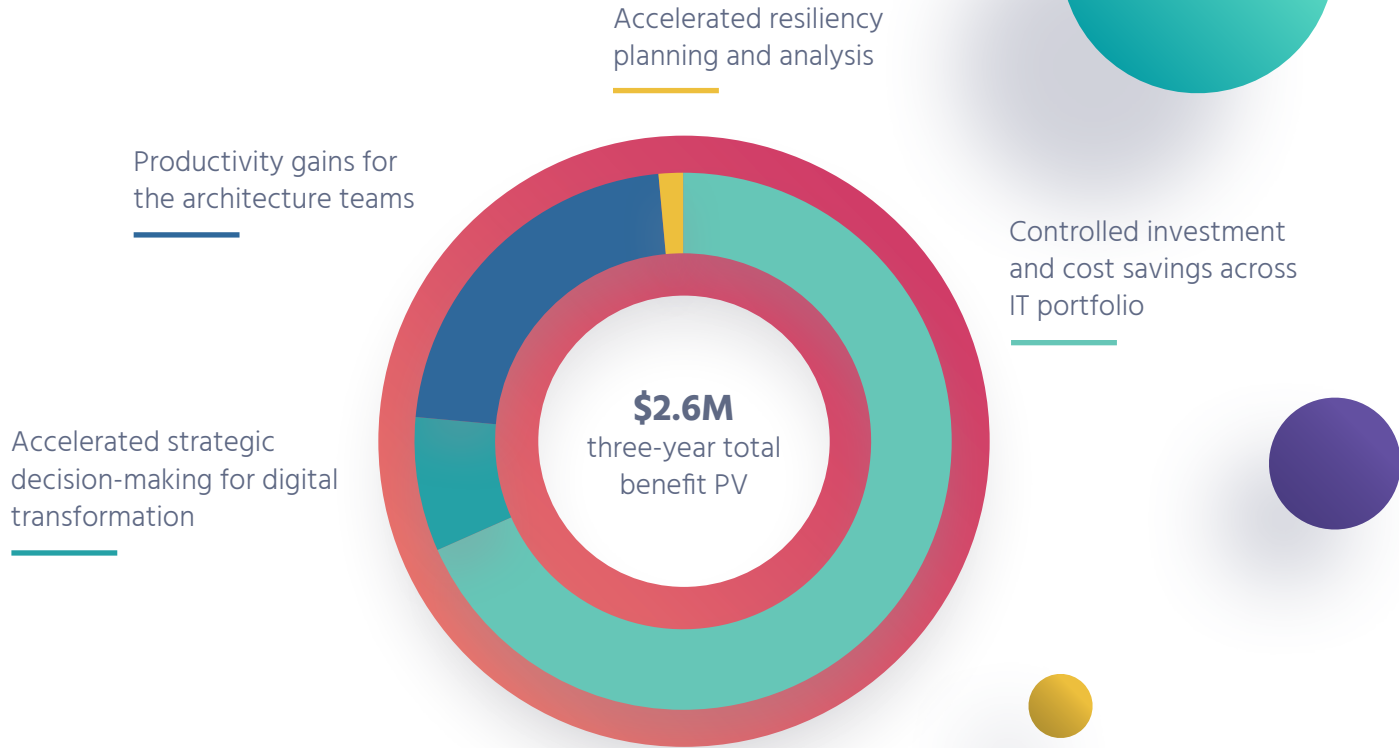
Analysis of Benefits



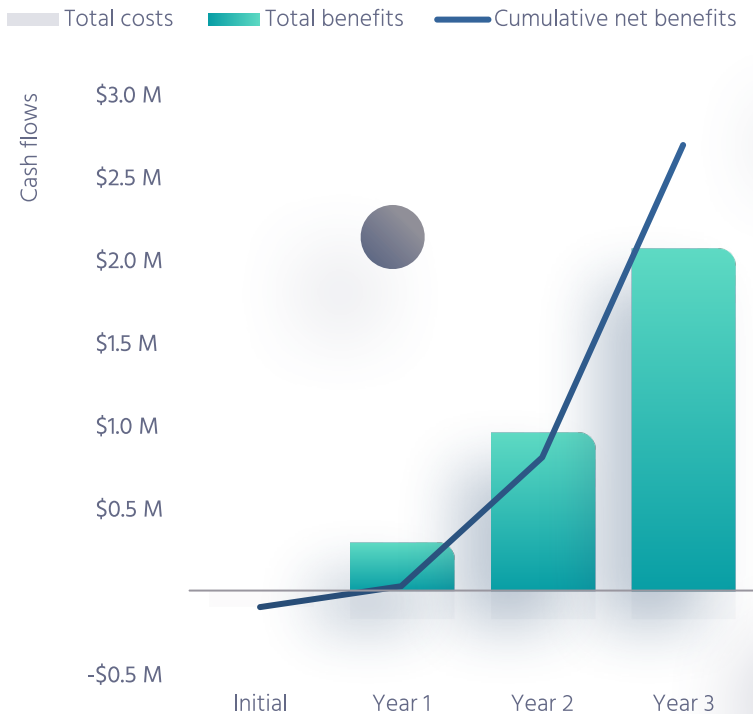
Total Benefits						
Ref.	Benefit	Year 1	Year 2	Year 3	Total	Present Value
Atr	Controlled investment and cost savings across IT portfolio	\$29,440	\$595,937	\$1,675,937	\$2,301,314	\$1,778,430
Btr	Accelerated strategic decision-making for digital transformation	\$84,466	\$84,466	\$84,466	\$253,398	\$210,054
Ctr	Productivity gains for the architecture teams	\$179,870	\$247,749	\$274,666	\$702,285	\$574,630
Dtr	Accelerated resiliency planning and analysis	\$0	\$24,192	\$24,192	\$48,384	\$38,169
	Total benefits (risk-adjusted)	\$293,776	\$952,344	\$2,059,261	\$3,305,380	\$2,601,283



Total Benefits



Cash Flow Chart (Risk-Adjusted)



The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

Quantifiable Benefits



Productivity Gains for Architecture Team

- **80%** Time Saved Creating Architecture Artefacts
- **70%** Time Saved Onboarding Architects
- **95%** Time Saved for the Trainers



Controlled Investment & Cost Savings Across IT Portfolio

- **50%** Time saved on App. Portfolio Analysis
- **20%** Applications Sunsetted



Accelerated Resiliency Planning

- **50%** Time saved on Resiliency Planning and Analysis



Accelerated Strategic Decision Making for Digital Transformation

- **95%** Time Saved on Decision Analysis
- **85%** Time Saved on Executive Reviews



Unquantified Benefits

Additional benefits that customers experienced but were not able to quantify include:

- **Bringing business and IT closer.** Many interviewees highlighted how the business-friendly visualization of insights enabled IT and the businesses to have more meaningful conversations about their strategies and make joint decisions.
- **Elevating the perception of EA.** In many cases, the architecture practice was seen as a roadblock in the past, but with the insights from iServer365, stakeholders could see the value of the insights enterprise architects provided to enable their organizations' digital transformation

- **Improving EA employee experience.** By eliminating manual and duplicated work, iServer365 architects focused on more value-added activities, which led to an increase in work satisfaction.
- **Avoiding penalty fees.** With governments bringing in more regulations around resiliency and sustainability, iServer365 provided the needed insights to ensure compliance to changing regulations.

- **Faster analysis in uncertain times.** Multiple interviewees highlighted how they were able to quickly analyze and make decisions on how to approach the COVID-19 pandemic thanks to the insights of the tool.
- **Scalability.** The interviewees highlighted how they easily scaled up their architecture teams with temporary resources as the insights of the tool reduced the learning curve.



FLEXIBILITY

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement iServer365 and later realize additional uses and business opportunities, including:

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Appendix A](#)).



Appendix A: Total Economic Impact



Total Economic Impact 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 demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

TOTAL ECONOMIC IMPACT APPROACH

Benefits represent the value delivered to the business by the product. The TEI methodology places equal weight on the measure of benefits and the measure of costs, allowing for a full examination of the effect of the technology on the entire organization.

Costs consider all expenses necessary to deliver the proposed value, or benefits, of the product. The cost category within TEI captures incremental costs over the existing environment for ongoing costs associated with the solution.

Flexibility represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. Having the ability to capture that benefit has a PV that can be estimated.

Risks measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."



The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.



PRESENT VALUE (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.



NET PRESENT VALUE (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made unless other projects have higher NPVs.



RETURN ON INVESTMENT (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.



DISCOUNT RATE

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.



PAYBACK PERIOD

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.



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Our company is big on sustainability, so the plan is to use the tool to support long-term planning to ensure a sustainable approach for the future.

Head of enterprise and solution architecture, communications



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