

Topline Metrics



5-year discounted benefits per 100 users

\$311,199



5-year ROI

661%



To payback

15 months

Business Benefits



Improved customer satisfaction

33%



Total new revenue gained per year

\$41.7M



More customers using self-service functionality

21%

Performance, User Impact, and Reliability

48%

More Extranets delivered per year

>3,000

Employees per organization, more productive

73%

Reduced downtime impact

[Read the full report](#)