

FUTURE STAR SOFTWARE

RETURN ON INVESTMENT WORKSHEET

Introduction

When buying any software solution for your business you should determine if the benefits are greater than the cost. Most commonly this is done by calculating an ROI (Return on Investment). There are several ways to calculate this, but the most common and practical when reviewing the MaNova System by Future Star Software, is by calculating the payback amount compared to the price of using MaNova.

In today's business world software is crucial if you intend to remain competitive. MaNova will increase productivity in many areas of your business, provide competitive advantages and open new revenue opportunities.

Since you know your business better than anyone outside of your business, so only you can calculate a true ROI, but at Future Star Software we can assist you by providing this worksheet as a primer ROI calculator. As you start this process there are important concepts you should consider.

Efficiency / Automation

In today's business climate efficiency and automation are main drivers to be competitive and to allow companies to deliver "high expectation" customer service. The MaNova system is designed with the thought process of providing both management and users the ability to be efficient in utilizing the system. From keystrokes to views into the system to being able to see all appropriate information on a single screen to automatic call-back features are just some of the efficiencies built into the MaNova system. The end result is that for every one minute saved or utilized effectively compounded over a year of time can result in huge savings and great benefits.

Opportunities to Increase Revenue

Businesses all need the ability to increase revenue and having tools that can discover or create new opportunities to increase existing revenue or create new ones provide a major impact to growing the business. With this in mind the MaNova systems referral marketing, coupon generation, customer tracking system are a great tools to leverage "referral" type of marketing program.

Workforce Optimization

The benefit of the right tool in the right hands can create tremendous leverage in getting an improved result for whatever project is being worked on. MaNova creates an efficient system for the technicians and other employees by reducing time, providing accurate inventory, reducing wasted material, and accurate tracking of the repair process. The benefits generated through these processes along with the time savings ensure profits are maximized.

You provide the assumptions and the numbers, and this worksheet will calculate how quickly your investment in MaNova will pay for itself. The items in this worksheet are a selected because of a more immediate return on your investment, though there are other processes in MaNova that impact business growth but are not shown in this worksheet. To discuss the additional processes, please speak with the sales department at Future Star Software. Please continue on with the worksheet.



Efficiency and Automation

Estimate the hours saved per day by reducing and automating some of the following practices:

- Estimate the reduction in labor time (measured in hours) to perform a repair case through the...

_____ hrs. x _____ rate subtotal _____

- Estimate the reduction in technicians time to make customer follow up calls after the repair using auto-call feature

_____ hrs. x _____ rate subtotal _____

- Estimate the reduction in any employee performing customer follow up calls on layaways using auto-call feature

_____ hrs. x _____ rate subtotal _____

- Estimate the time saved or eliminated by utilizing the customer self-fill form

_____ hrs. x _____ rate subtotal _____

Total for this Section \$ _____

Item and Process Management

Estimate the dollars saved per day by reducing or eliminating the following practices:

- Estimate the reduced inventory on hand as measured by number of pieces time the average cost per piece

_____ pcs. x _____ avg. cost subtotal _____

- Estimate the reduced COGS based on accurate costing of items via the purchase order

_____ pcs. x _____ avg. cost subtotal _____

Total for this Section \$ _____



Workforce Optimization

Estimate the hours saved per day by reducing or eliminating some of the following practices:

- Estimate the time savings based on repair project list in MaNova

_____ hrs. x _____ avg. rate subtotal _____

- Estimate the time saving based on efficient scheduling of employees related to historical sales

_____ hrs. x _____ avg. rate subtotal _____

Total for this Section \$ _____

Revenue Generation

Estimate the amount of dollars per day generated or saved for the following practices:

- Estimate the increase in sales by performing cross-selling and upselling through the use of the customer management system in MaNova

_____ items x _____ avg. sale subtotal _____

- Estimate the increase in sales through new customers by using the referral and coupon system in MaNova

_____ items x _____ avg. sale subtotal _____

- Estimate the reduction in cash drawer losses

Subtotal _____

- Estimate the number of reduced customer returns and re-worked repairs due to more accurate repair process

_____ return's x _____ avg. sale subtotal _____

- Estimate the number of reduced customer complaints and potential loss revenue

_____ customer's x _____ avg. sale subtotal _____

Total for this Section \$ _____



Add the totals of each section and complete the remainder of the worksheet to determine if you exceed your cost.

Grand Total of each section's (a total per day) \$ _____

x

Number of days your store is open per month _____

=

Total Monthly Amount \$ _____

Compare to....

Monthly charge for using MaNova System \$ _____

Do you have a Net Gain or Loss?? \$ _____

