

The Shocking Cost of I.T. Issues

INDUSTRY AVERAGES

2.0 Issues

TECHNOLOGY ISSUES PER MONTH

60 Minutes

OPEN TICKET TIME

23 Minutes

PRODUCTIVITY LOSS PER ISSUE

THE IT COMPANY AVERAGES

0.50 Issues

TECHNOLOGY ISSUES PER MONTH

0.25 Minutes

OPEN TICKET TIME

23 Minutes

PRODUCTIVITY LOSS PER ISSUE

The above information is assuming the average revenue per hour, per physician is \$250, using a 10 physician office.

2.77 hrs

Average Lost Time

Avg Ticket Time + Avg Lost
Productivity × Avg Issues / 60
Minutes

\$691.67

Average Lost Billable

Number of Hours Lost × Billable
Rate

\$8,300

Annual Loss Per Physician

Lost Billable × 12 Months

\$83,000

Total Loss Per Year

Loss Per Physician × Number of
Physicians

2.58 hrs

Time Recovered

Avg Lost Time vs. Avg ITCO
Time Recovered

\$643.23

Billable Dollars Recovered

Avg Lost Billable Dollars vs. Avg
ITCO Billable Dollars Recovered

\$7,718.75

Recovered Per Physician

Avg Loss Per Physician vs. Avg ITCO Dollars Per
Physician Recovered

\$71,067.50

Total Recovered Per Year

Avg Loss Per Year vs. Avg ITCO Dollars Per Year
Recovered

In the medical industry, every minute of your physician's time matters. At The IT Company, we help medical customers recover an average of \$71,067.50 in billable dollars a year. Instead of focusing only on closing tickets, we address the root cause of issues. Allowing us to improve ticket times, reduce recurring issues, and minimize lost productivity. In doing so, we help medical practices leverage technology to become more efficient and ultimately bring their practice more money.