

EDAM[®]

Enterprise Document Assessment Methodology

Fully Burdened Office Documents Costs 2018

The data represented in this report is summarized for simplicity. It is based on our independent assessment, research, and computational analysis encompassing more than 1,000 individual components of operational expense.

We examined 4,200 global organizations and the 132,360,944 full-time equivalent (FTE) employees that are producing some 703,422,967,967 office documents, that we predict will have a fully burdened cost of \$ 402,698,726,420 in 2018.

This document is intended for discussion purposes.

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2018 Total Office Document Cost Per Page

56.6¢

User Creation & Delivery

Computer, OS, document creation software licensing, output device for hardcopy and digital presentation (PDF), email, SMS, local drive, cloud storage, and etc.

Printer, Copier, Fax, Scanner devices, supplies (toner, and ink), paper (plain, special media), service impression charges, parts, on-site technician labor, power, and etc.

Visible Hard Costs

3.5¢

5.8¢

IT Infrastructure & User Support

Printer, Copier, Fax, Scanner device delivery, installation, driver utilities, print server hardware, IP ports, print queue management, system network security, LDAP, AD, SSO authentication for LAN, wireless, smartphone device access, API's, ISV middleware tools (forms, fonts, images, data stream conversion, job accounting), FTE staff level 1 and 2 helpdesk, local systems support staff, 3rd party remote break-fix remote technician coordination, replacement parts sourcing, depot delivery, service ticketing, reporting.

15.2¢

29.5¢

2.6¢

Document Management Control & Security

Physical document storage and retrieval, (local /on-site, off-site) physical and/or electronic digital storage and archival, regulatory compliance, audit, business process automation, pre - printed forms, USPS mail, expedite courier services, and etc.

Procurement, Facilities & Staff Administration

FTE dept. staff, real-estate, requisitioning inventory management (storage, delivery, receiving), P.O. invoice administration, vendor relationship management, contract management, spend / auditing reporting, and etc.

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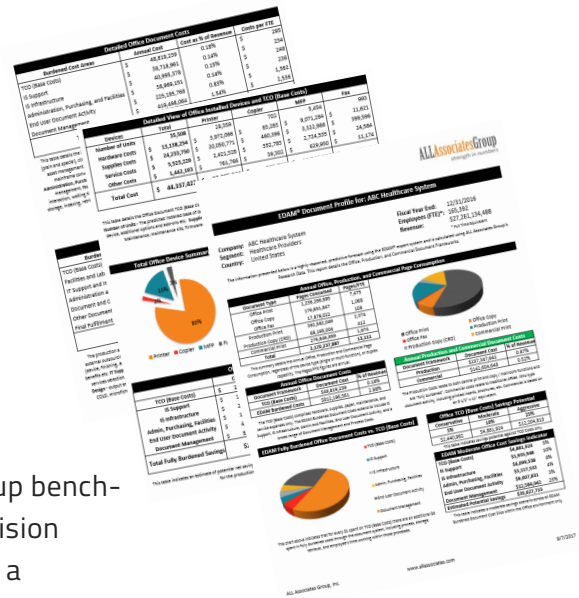
Document Cost Modeling

EDAM® (Enterprise Document Assessment Methodology) is a proven framework that qualifies and quantifies the dynamics associated with Office document lifecycles.

The development of this analytical capability encompasses hundreds of individual client assessments, economic, behavioral, cultural, and technological considerations.

To ensure efficacy, we correlate our findings with over 150 academic, industry and global government data sources.

Our trusted cost modeling, independent insight and peer group benchmarking present a different perspective that accelerates decision making, targets real cost savings opportunities, and provides a proven framework for process improvements.



About ALL Associates Group

Founded in 1997, ALL Associates Group is a contract research organization that has pioneered the development of predictive analytics specifically for document management within government, education and 320 business industries. Our team based in Raleigh, NC consists of business technologists, researchers, and data analysts.

Our objective is to promote our proven methodology, data gathering and cost modeling capabilities to enable our clients to understand the expense and impacts document production has on any organization, anywhere in the world.

EDAM® research is referenced in thousands of presentations, reports and change management proposals within public, private, government and education.

This 2018 Office document cost model was generated using EDAM® Predictive Modeling Tools. For Additional details about this document please contact us:

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