

AS THE SAYING GOES, TIME EQUALS MONEY.

# THE REAL COST OF DOWNTIME

A Report by Valley Techlogic



## INCLUDED IN THIS REPORT

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Downtime Explained

How to Calculate the Expense of Downtime

How a Managed Service Provider Can Mitigate That Cost

Downtime Statistics & Estimates

## WHAT DO WE MEAN BY DOWNTIME?

Downtime occurs when your business is halted from doing the work that helps you meet your goals and gain revenue. For the purposes of this report we're focusing on technology related downtime.

IT related downtime can be described as any time the technology in your business fails, either momentarily or catastrophically. If you have a minor incident such as a downed network you could be back up and running again quickly, usually within a couple hours.

If you have a major incident, such as data loss due to a cyber security event or a malfunctioning server - your business could be down for days or even weeks. Many businesses don't have continuity plans for these kinds of outages and they can cost them **big time**. It's estimated that the average business loses \$5600 a minute during times they can no longer perform their duties when a major IT related event is occurring.

This could affect your business not just in lost time and revenue but also in lost reputation if you have clients that expect a certain level of service from your business that you could not maintain during your outage.

# HOW DO YOU CALCULATE LOST REVENUE DUE TO DOWNTIME?

To calculate how much downtime would cost your business, answer these questions (per hour):

- How many employees would be affected if critical data and systems were unavailable?
- What is the average wage of the affected employee (per hour)?
- What is the per-hour overhead cost of the affected employees?
- How much revenue would be lost per hour if you and your employees were unable to do your jobs?

Every situation is unique but not many can afford to be down for days or weeks without it jeopardizing their business in serious or even unrecoverable ways. Beyond the downtime itself, if you don't have a plan in place to protect your data and a data loss event occurs those valuable assets may be unrecoverable.

Having a continuity plan in place along with a service team that will mitigate downtime events before they can occur will save your business time, money and possibly even your reputation.

*"It is only when they go wrong that machines remind you how powerful they are." - Clive James*



So why choose Valley Techlogic as your service provider (and preventer of downtime)?

Experience. We are in the business of keeping our clients business's free from technology related disasters, and we have an excellent track record on that front.

We can make suggestions and implement technology plans that are uniquely tailored for **your** business.

We're never going to recommend more services than you need but we will recommend the right level of services to always keep your business's technology running smoothly and efficiently.

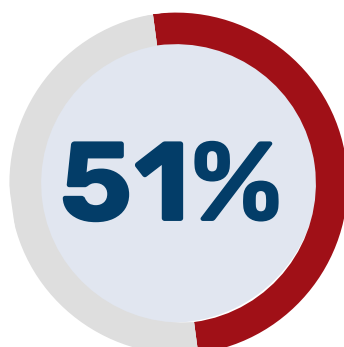
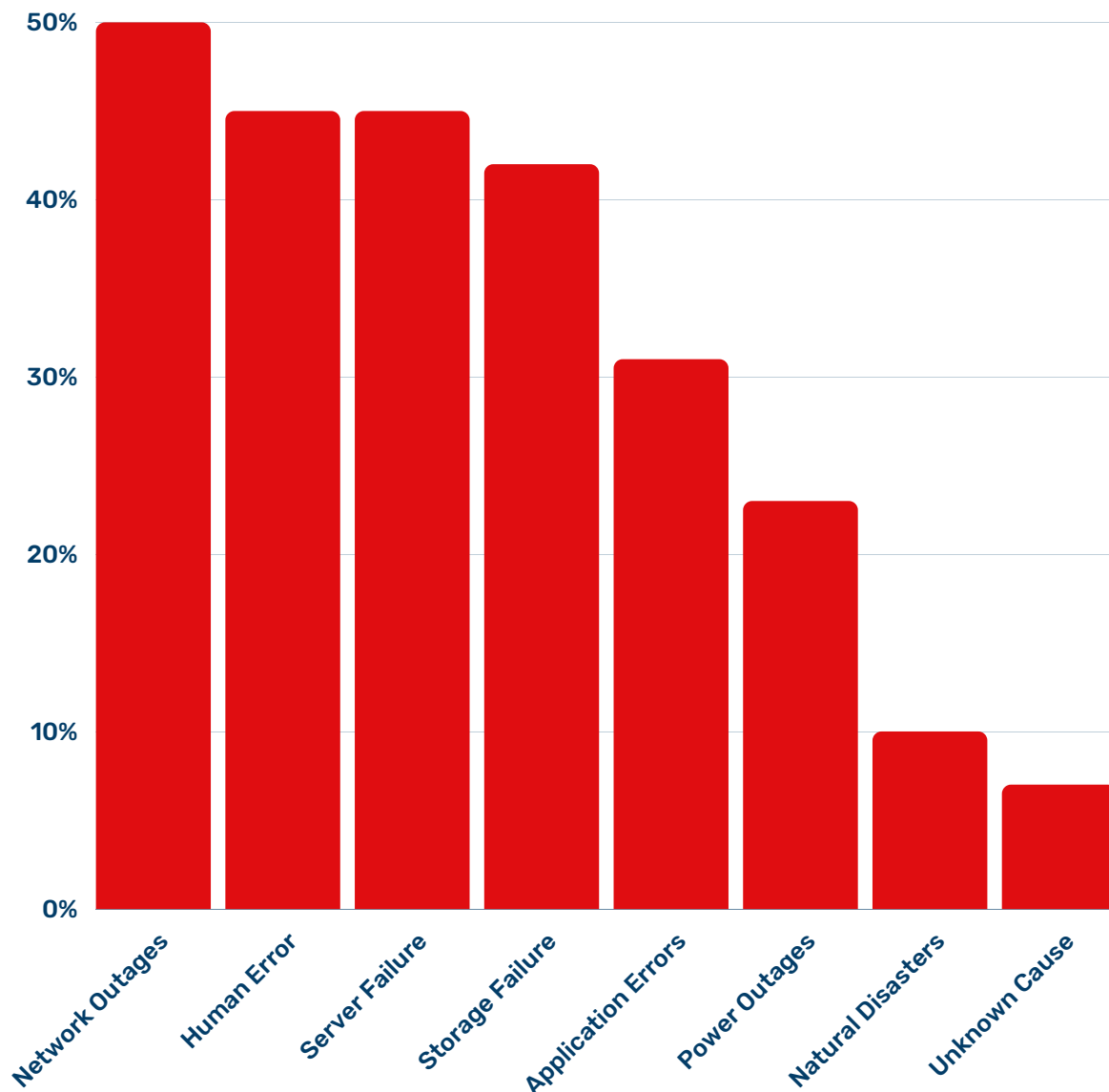
Our plans are built with continuity in mind, from our triple layer backup program TechVault, robust cyber security packages and access to a dedicated dispatcher that will route your service requests exactly to where they need to be - **included** in every plan.



# Downtime Statistics



These are the causes of most IT related downtime and the percentage at which they occur for most businesses.



of downtime is  
completely avoidable.

# Technical Downtime Estimates



Estimates for the average cost of downtime came in at \$5600 per minute for businesses last year. Even for a smaller business downtime can add up - fast. The best way to save money on your IT is to avoid downtime caused by events like these.

	NO IT PLAN IN PLACE	BREAKFIX PLAN IN PLACE	ONE MAN SHOP IT SOLUTION	MANAGED SERVICE PROVIDER
SCHEDULED DOWNTIME	Could be minutes or hours, or worse updates aren't happening at all	A Breakfix IT solution doesn't typically help with updates	Hopefully they're able to plan around your schedule but they may be busy with other clients	We definitely plan around your schedule
COMPUTER FAILURE	30 minutes a week on average with employees fixing their own, if they're able to	However long it takes to get a hold of someone and then the time it takes to fix	Varies - depending on if they're busy with other clients	Our systems will detect computer errors and failure
NETWORK DOWNTIME	87 hours a year on average	Your breakfix solution probably doesn't help with your network	Networking is usually out of scope for most one man shops	We assist our clients with their networks - even with installation
SERVER FAILURE	Can be days up to 2 weeks of downtime on average	Will probably be the same as no IT, server loss is a catastrophic event	They may have a backup server you can use, which could reduce downtime	Our TechVault solution will prevent downtime from server failure
DATA LOSS EVENT	It varies, depending on what was lost it could be a business ending event	May take days, if they're able to retrieve your data at all	If they were managing your backup it may just be hours	With our TechVault solution data loss events are no longer a concern
CYBER SECURITY EVENT	As with the data loss event, a cyber security event could be business ending	A breakfix solution may be unwilling to assist with this	Cyber security events are typically too complicated for many one man shops	Our cyber security tools detect and prevent cyber security events