Quarterly review — 531 hours a month

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Logs of both periods, after-sales records, tender tracking · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The calculation belongs to Ventaline and fits in two lines** — it can be redone without us, from the logs of both periods.

The calculation

Term	Value	Source
Searches per month	**2,900**	Logs of the six sources
Average duration before	**16 minutes**	Logs of the reference period
Average duration after	**5 minutes**	Logs of the current period
Time given back	**11 min × 2,900 = 531 hours a month**	—

Term	Value	Source
Per person, across 186 users	**≈ 2 h 50 a month**	—
At €38 fully loaded hourly cost	**≈ €20,100 a month**	**That figure only holds if the time is put to use — and that is Ventaline's business**

The fully loaded hourly cost is gross salary plus employer contributions, brought back to the hour worked. It is taken as Ventaline calculates it, with no favourable rounding.

The three items measured, to the unit

Item	Before	After	Change
Querying the sources one after another	**60 %**	**8 %**	**−52 points**
Tracing the original location and the version that governs	30 %	**4 %**	−26 points
Interrupting a colleague to find a document	35 %	**6 %**	−29 points

What those hours became

Destination	Change	Source
After-sales first-response time	**4 h 10 → 1 h 20**	Department records
Design office tender responses	**+2 over the quarter, 1 of them won**	**The design office used to turn down four a quarter for lack of time — the only figure in this review that shows up in revenue**
Rebuilding an old file	9 minutes → 2 minutes	After-sales log
Searches succeeding first time	**56 % → 84 %**	Search log

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The framework measure Ventaline did not have

Indicator	Quarter
Searches traced	**8,700**
Accesses opened by the agent	**0**
Documents modified	**0**
Content taken outside the company's walls	**0**
Transfers outside the European Union	**0**

> **Those zeros are not a cautious setting: they are how the agent is wired in.** The technical read account has no write permission, and opening an access belongs to the administrators of each space.

For Ventaline to settle

Fully loaded hourly cost used for the review presented to the committee: _____ €

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