Quarterly review — 2,580 hours returned

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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The calculation redoable on one page · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The three items do not add up on a single incident:** each is the share of time that work takes on the incidents where it occurs. The total is therefore computed volume by volume.

The three items measured

Item	Before	After	Incidents / year	Hours returned
Search for comparable incidents	**60 % — 23 min**	**7 % — 2 min 40 s**	**4,900**	**1,660 h**
Analysis of the configuration involved	35 % — 13 min	**6 % — 2 min 15 s**	2,600	**466 h**
Preparation of the resolution action	30 % — 11 min 30 s	**7 % — 2 min 40 s**	3,100	**456 h**
Total	—	—	—	**2,580 h a year**

What it is worth, and what it costs

Line	Calculation	Value
Engineering capacity returned	**2,580 h × €48**	**€123,840 a year**
Subscription	€291 × 12	**€3,492 a year**
Ratio	—	**Recalculable on your own records**

What the hours became

Destination	Observation	Source
Structural fixes	**The three recurring causes under way**	Technical committee
Tickets resolved at first level	**180 more per month**	Ticketing tool
Architecture projects	**2 projects resumed after 18 months of postponement**	Experts' schedules

The three measures clients look at

Measure	Before	After
Ticket reopenings	14 %	**6 %**
Breaches of the 4-hour commitment	**31 for the year**	**6 on a rolling twelve months — €30,000 of penalties avoided**
First action on a major night-time incident	**3 h 10**	**4 minutes across the 96 nights covered**

> **The same report is produced client by client, to attach to contract reviews.**
> For the 9 clients that require hosting in France, it is the page that decides a renewal.

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For support to set

Clients whose contract review receives the report: _____

> **Request a demo with your own documents**
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> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-support-technique-avance-diag-resolution

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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