

## Benefit Website Return on Investment Calculations

A phone conversation/personal visit between an employee or dependant and HR/Benefits administration staff costs a firm twice the labor of the time of the visit as both the employee and the staff person are “on the clock”. The following table illustrates the direct labor costs that can be saved by employee self service:

Labor Costs Savings based on length of call and comp time for HR and Employee

<u>Call Time/Labor</u>	<u>\$20</u>	<u>\$30</u>	<u>\$40</u>
5 minutes	\$3.33	\$5.00	\$6.67
7 minutes	\$4.67	\$7.00	\$9.33
9 minutes	\$6.00	\$9.00	\$12.00

*Note: The average number of visits per 100 employees for all Benesytes clients is 39/100*

Indirect cost savings include:

- Having a hiring/recruiting tool to attract top recruits and to show that yours is a forward thinking company.
- Having all benefit info current and in one place as part of staff backup and disaster planning.
- Showcasing expensive benefit packages to current employees and dependents.
- Making it easier for employees to use complicated benefits.
- Highlighting wellness and helpful medical info for employees and dependents.

**Benesytes** 

Chuck Busse  
888-538-2788 ext.215  
[cbusse@benesytes.com](mailto:cbusse@benesytes.com)  
[www.whybenesytes.com](http://www.whybenesytes.com)