

# Business Value Snapshot

IDC White Paper | HCL Digital Experience Is Enabling Organizations to Derive More Value Through Better Customer Experiences

## Topline Metrics



5-year discounted benefits per 100 users

**\$311,199**



5-year ROI

**661%**



To payback

**16 months**

## Business Benefits



Improved customer satisfaction

**33%**



Total new revenue gained per year

**\$41.7M**



More customers using self-service functionality

**21%**

## Performance, User Impact, and Reliability

**48%**

More Extranets delivered per year

**>3,000**

Employees per organization, more productive

**73%**

Reduced downtime impact

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