NAVOO
DIGITAL WORKPLACE SOLUTION

ROI
Example Estimation

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1   Introduction

The following document contains an estimation of the ROI (return on invest) of NAVOO within an example usage scenario.

It only addresses measurable values like the saved working time by each employee. Other possible savings, triggered by extraordinary events, are not easily predictable, like:

- Loss of sensible data
- Ransomware attacks
- M365 Audits
- Change and Adoption

2   Saving potentials per role

The following chapter describes the regulatory tasks of specific user roles. It furthermore lists the added values and the associated possible cost savings by using NAVOO.

The indicated time savings are based on the assumption that NAVOO is used to implement a "medium" level of governance requirements, workspace templates and self-service processes.

2.1   Workspace Owners

Role Definition

Workspace owners create and/or manage contents of the Microsoft Teams and SharePoint Sites they own. Possible functionalities to manage workspaces and content are provided by global governance settings (Administrators). If specific functionality is prohibited by a compliance setting, users may submit a support request.

Regular Todo's

- Create new Microsoft Teams and SharePoint Site Collections (or request via Support)
- Create structure, tools and navigation (or request via Support)
    - Document Libraries / lists and settings
    - Team channels and tabs
    - SharePoint webpages, such as the landing page
    - Additional apps like Planner, Calendars…
    - General classification of the workspace
- Grant permissions and share content (or request via Support)
    - Workspace Members, Visitors and Guests
    - Individual permissions to folder, documents and/or private channels
    - Grouping of users, re-usage of existing AAD groups
- Invite / Manage guest users (or request via Support)
- Regular access and content reviews

NAVOO added value

If customers require a "more" restrictive permission policy for the creation of Microsoft Teams, sharing of contents, Lifecycle of MS Teams and guest users, NAVOO helps them to provide qualified processes that can be executed by workplace owners. Each automated process that can be submitted directly by the owner, results in a quality-, time- and cost saving, because of its faster processing time.

Due to its automated labeling functionality for Teams, Sites, Documents and content, NAVOO can help to find results faster. This functionality does not only apply to owners, it addresses all users of the tenant.

NAVOO cost savings

3 min / week *

*Each workplace owner saves an average of three minutes working time per week because they do not need to wait for asynchronous or manual processing of their requests and get direct support and guidance through NAVOO. The more restrictive and/or regulated governance policies have been defined the higher is the possible time saving.

They also can save time by using predefined, well-documented workplace templates which lowers the initial configuration costs when creating a new SharePoint Site or Microsoft Teams.

2.2 O365 Administration

Role Definition

Administrators configure changes and solve incidents within different areas of Microsoft 365. They follow and monitor the Microsoft release roadmap to stay informed, plan/communicate the change and prevent or fix upcoming issues. They document any configuration change and provide estimations of possible impacts.

Furthermore we assume that the management of specific use-case also apply to specialized M365 administrative roles. These uses cases include the management and configuration of user- and guest accounts, Microsoft Teams and O365 Groups, AAD security groups and sharing settings.

Regular Todo's

- Monitor the roadmap (stay informed)
- Estimate change impacts for the organization
- Test specific settings within a staging environment/tenant
- Configure the tenant (prevent & fix issues)
- Participate on regular trainings of new M365 features
- Solve/Support third-level service incidents
- Creation, removal and recovery of user accounts (e.g. guest users)
- Creation, removal and recovery of specific Microsoft Teams/SharePoint Site Collections
- Removal of specific Microsoft Team /SharePoint Site Collections
- Recovery of Microsoft Teams/SharePoint Site Collections

Regular Todo's

- Management of additional security groups in AAD
- Allocation of specific information/document sharing settings

NAVOO added value

- Recommendations about Microsoft roadmap changes
- Best practice templates
- Automatic testing of upcoming features
- Provide qualified and secured self-service processes, executable by end-users, for the provisioning / management of:
  - o Guest users
  - o Microsoft Teams and O365 groups
  - o Information/Document sharing settings. Permission Management
- Automated end-of-live processes for Microsoft Teams, SPO, Groups and Guest users

NAVOO cost savings

Based on the above assumptions, the usage of NAVOO will allow cost saving from

120 min / week

2.3 Security Operations

Role Definition

The responsibility of a security controller/operator is to regularly check and analyze the internal monitors and reports of Microsoft 365. The checks should include permissions, data loss prevention, compliance and AAD account control.

Regular Todo's

- Analyze unused data, SharePoint Sites and Microsoft Teams.
- Check access reports and compare them with companies compliance policies.
- Check Microsoft Teams, SharePoint Sites and document individual permissions
- Check user lifetime / last login times and compare them with companies compliance policies.
- Check tools and devices that have access to company data

NAVOO added value

- Using NAVOO's global permission levels, SharePoint and Microsoft Teams user can be managed using globally defined permission policies.
- Allow/Disallow specific sharing features to target audiences

NAVOO added value

- Automatically assign compliance labels to specific content
- Control which content can be shared (people, devices, …)

NAVOO cost savings

Based on the above assumptions, the usage of NAVOO will allow cost saving from

60 min / week

2.4   User Helpdesk (First level)

Role Definition

Employees of the user helpdesk support their colleagues by answering different questions and by solving incidents. Based on our experience, the most helpdesk requests are related to the setup of common tools in O365 and the management of permissions/access.

Regular Todo's

- Manage access to specific Microsoft Teams, SharePoint Sites, Documents…
- Support the setup and integration of tools like Planner, Wiki, Handling of documents
- Question about guest user access (problems)
- Solve questions about individual permission management
- Questions regarding the SharePoint CMS features like the usage of specific Webparts or how to change the navigation

NAVOO added value

- Self-Service processes guide the user in
  - Granting individual permissions to SharePoint Sites, Microsoft Teams, Folders and others content.
  - Creation and management of guest users
  - Creation of new SharePoint Sites and Microsoft Teams
- NAVOO provisioning allows user to create a pre-configured setup of M365 tools like Planner, Wikis, Document templates, Folder structures
- NAVOO Webparts allow to consolidate content and target it to specific audiences

NAVOO cost savings

Based on the above assumptions, the usage of NAVOO will allow cost saving from

180 min / week

2.5   Teams / SharePoint Consulting (Second level)

Role Definition

SharePoint and Teams Consultants are possible technical key-users with a broader knowledge/qualification of the environment. They act as contact persons for second level requests by all employees.

Regular Todo's

- o Creating team channels with specific apps and tools
- o Creating simple document management and publishing functionality
- o Support creating SharePoint CMS pages and news
- o Support advanced permission management hierarchies.
- o Structure permission management overlapping on different Teams or Site Collections/Hubs
- o Tipps & Tricks for end users

NAVOO added value

- - Self-Service processes guide the user in
    - o Granting individual permissions to SharePoint Sites, Microsoft Teams, Folders and others content.
    - o Usage and Access to AAD security groups for overlapping permission management
- - NAVOO provisioning allows user to create a pre-configured setup of M365 tools like Planner, Wikis, Document templates, Folder structures
- - NAVOO SharePoint CMS Page and News Templates (Best Practices)
- - Automated Page & News publishing

NAVOO cost savings

Based on the above assumptions, the usage of NAVOO will allow cost saving from

120 min / week

2.6 Workspace Members (Out of scope)

Role Definition

Every user working with M365, Microsoft Teams and SharePoint is a member of 1-n different workspaces. Within these workspaces, they collaborate on content like chat, e-mail, documents, list items, calendar entries, tasks…

To access relevant content, workspace members directly browse their Microsoft Teams and SharePoint Sites using the default navigation and/or folder structure. Other possible ways to access content across different workspaces are:

- Searching
- Using predefined dashboards/apps that consolidate content from different sources

Regular Todo's

- Find content
- Collaborate on content
- Move content from one source to another

NAVOO added value

NAVOO makes it easier to find- and work on different content in M365. It provides an advanced search functionality (including, sorting, filtering and grouping), a possibility for users to maintain favorites and 1-n additional SharePoint Webparts that simplify the creation of custom dashboards and content presentation. Furthermore NAVOO helps users to auto-classify the content they add.

NAVOO cost savings

It highly depends on each individual customer on how many NAVOO features are used to present and find content for specific use-cases. Therefore we will not predict any possible time savings per workspace member in this document/estimation.

3 ROI Calculation

3.1 Assumptions

To calculate efforts and costs, the following parameters apply to the example estimation.

Assumption (~)	Value / Number
Azure Active Directory Users/Collab workers	1.000
Workspaces (SharePoint Sites/Microsoft Teams)*	200

*we calculate with ~20% from the overall number of users. Our experience shows a higher number of workspaces the longer O365 is used.

Based on the above assumption, we calculate with the following numbers of users / collaboration workers (full-time, 8 salary hours/day, 5 work-days/week).

Role	Employees
O365 Administration (Company, AAD, SPO, Teams)	2
Security Operations	1
Teams/SharePoint User Helpdesk	2
Teams/SharePoint Consulting	1
Workspace Owners	400*

*at least 2 owners per workspace/team/site

The above list does not include all necessary roles that are related to O365 administration and operations. It only lists roles that are directly impacted by the usage of NAVOO. It also does not reflect each individual user working with NAVOO collaboration features, e.g. profit of faster and more relevant search features.

3.2 Example Calculation

Role	Employees	Savings	
		Minutes / Week	MD* / Year
O365 Administration (Company, AAD, SPO, Teams)	2	120	22
Security Operations	1	60	5,5

Role	Employees	Minutes / Week	MD* / Year
Teams/SharePoint User Helpdesk	2	180	33
Teams/SharePoint Consulting	1	60	5,5
Workspace Owners	400	3	110
			176

*8h per workday (MD – man-day), 220 workdays (MDs – man-days) per year, 5 workdays/week

Based on this calculation, the following table should give a short overview of possible savings (in Euro) for companies with different numbers of users / collaboration workers. The table does only reflect the increase of workspaces and owners (other roles remain the same count of users, real savings would be higher).

Number of users / collab workers	~ Savings €* / Year
1.000	79.200,-
2.000	128.700,-
3.000	178.200,-
4.000	227.700,-
5.000	277.200,-
6.000	326.700,-
7.000	376.200,-
8.000	425.700,-
9.000	475.200,-
10.000	524.700,-

* Assuming internal employee costs from 450 €/day.

Note: To calculate the overall possible savings value, you need to **subtract** the NAVOO license costs for one year.

4 Do it yourself

Beside the usage of a governance and compliance tool like NAVOO, some customers also want to evaluate the possible efforts of implementing governance features individually / on their own. The following chapter should give an overview about efforts to be expected.

4.1 O365 Developers

Role Definition

Develop specific functionality to automate processes in O365. Creation of Webparts, Microsoft Teams Apps and UI Features. Monitor upcoming M365 changes and new functionality to keep the source code up to date.

Regular Todo's

- Monitor Microsoft roadmap changes for new or deprecated features
- Check Graph API, SharePoint and Teams API for recent changes
- Handle deprecated features
- Automatic testing of new features
- Work in a staging environment / Provide developer or staging tenants

NAVOO added value

NAVOO constantly evolves and new features are added by a huge team of Microsoft experts. It targets main governance and compliance challenges (described in Chapter 1). If a company wants to develop certain requirements themselves, they should expect initial efforts as well as a permanent rework/redesign process to adopt their solutions.

NAVOO cost savings

We do not provide a detailed list of the efforts spend on NAVOO feature development. Based on the experiences of the past, where we often developed custom provisioning tools and processes for SharePoint onPremise environments, we estimate the initial development costs for simple process variants described in the table below.

Feature	MD*
Site / Team Provisioning based on templates	100
Site / Team lifecycle process	40
Guest User onboarding and lifecycle	50
Owner and permission control	35
Site / Team Classifications	30
Site / Team audit processes	60
…	

*8h per workday (MD – man-day)

As M365 is subject to regular changes by the manufacturer, customer should plan at least with **2-3 FTE's** (full-time-employees) to ensure that the features once developed are adopted.