



# BUSINESS SOLUTIONS WITH SENSE/NET

STARTING GUIDE FOR REALIZING BUSINESS PROBLEMS AND SOLVING THEM  
WITH SENSE/NET 6.0.

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# The Nine Capital Business Problems

Below you can find some typical business problems that can be easily solved with Sense/Net 6.0. You will find many familiar; some you may have heard of, and some you have seemed to avoid – or at least that's what you think...

## **PROBLEM #1: DOCUMENTS EVERYWHERE!**

### **WHAT IS THE PROBLEM?**

We lose money and quality by not finding documents in time, losing documents altogether, or getting confused among the different versions.

### **HOW DO YOU LOSE MONEY?**

By not realizing this problem or having it unsolved in the long run, companies will unknowingly burn money by allowing employees to spend hours trying to find relevant documents in different locations. If confused by different versions, they may even try to re-create the latest version and hastily go through all the approvals, or even worse: they send the document they feel is the latest to customers and partners. If this document happens to be a quote, order form or any other type of binding agreement, the employee and thus the company may find itself in deep trouble.

## **PROBLEM #2: WHERE IS THE FILE I'M LOOKING FOR?**

### **WHAT IS THE PROBLEM?**

We lose money and time by working with file systems and emailing documents to each other.

### **HOW DO YOU LOSE MONEY?**

Sending large attachments via email intrinsically increases the cost of the IT infrastructure around you. Your company will in time need better network devices, more storage space and more powerful servers and PCs that can handle the increased workload. Since the cost increase is incremental, you might even not notice it immediately, but after a sustained amount of time in this working pattern, you will realize it in the end. More IT means more operators, more administrative staff to maintain the growing infrastructure, etc. A network share used to upload documents and send links via email instead of attachments is a bit better, but not in the long run. While true that not sending that 6 megs-Excel sheet to all 11 participants who will attend your meeting spares 60 megabytes of storage space, but storing everything on the file system has a huge disadvantage: you can't perform extensive search what

is stored there. You will spend considerable wasted time opening documents to find what you need, time that could have been spent on actually reading the document you were looking for, or creating business value by writing the one you wanted to.

Even a full text or keyword search does not solve the problem of possible inconsistencies. With a file system, employees can do things with a single click that would need hours of backup-chasing to recover. Those file systems will never give you the option for version control, check-in and check-out (read on for these). And another thing: if you re-organize your network share, ALL previous links corresponding to the files will become useless. You have to manually update each and every file, website, and application link to the files, resulting in additional wasted man hours of work.

### **PROBLEM #3: WHAT'S THIS MEETING AGAIN?**

#### **WHAT IS THE PROBLEM?**

We lose time by attending unnecessary meetings and getting lost in meeting materials.

#### **HOW DO YOU LOSE MONEY?**

Everybody hates three meetings a day. Most participants shouldn't even be there, a great number of them come unprepared, and some of them didn't even get the materials they should have read by now. In other words, you burn money by burning many working hours of many employees. You've done your homework: hunted together all the information from 4 emails and 2 network share files, you created your PowerPoint pitch, and you waited 2 weeks for all the 11 participants to be available. But what is your return on that time investment?

### **PROBLEM #4: IT SAYS OTHERWISE ON OUR WEBSITE!**

#### **WHAT IS THE PROBLEM?**

We lose money and time by having multiple systems managing our Intranet and Internet sites.

#### **HOW DO YOU LOSE MONEY?**

More sites mean more administration, and more administration means more operations cost. Not to mention those servers they made you procure last quarter when they re-deployed the website on a new content platform.

By having multiple systems displaying information from the same content source (the same staff *produces* or *generates* the internal news and the external articles), you allow twice as many mistakes and require twice the number of working hours to upload the content. If there's an inaccuracy in the company communiqué, employees will notice the difference between the website and the Intranet and will get confused, then will make phone calls and start discussions about it – instead of creating business value. Operators will have to correct the mistake and double-check the Intranet and Internet news for inconsistencies.

### **PROBLEM #5: WHY DOES THIS NEW INTERFACE LOOK SO DIFFERENT? AGAIN?**

#### **WHAT IS THE PROBLEM?**

We lose money and time on most new development projects because we have to reinvent the wheel: design a new user interface, spend time by learning the new user interface, develop things all over again that could have been re-used (like unified security, document storage, web applications).

#### **HOW DO YOU LOSE MONEY?**

By not having a single portal platform as the base of all development, you will unknowingly burn money during the development project because developers can't use a single user interface set, a single document repository, a single security mechanism and so on; they have to develop everything from scratch again. Since you have good developers, they will re-use previously developed components but the new application will be a stand-alone application using different components for different purposes.

After the deployment, your employees will have to learn the new application. New applications mean new user interface logic, new buttons, and new layout. This means a longer learning curve and more trouble in the beginning with using the application. All of this burns money in a nearly-seamless way.

### **PROBLEM #6: WHERE ARE THE LATEST UNIT REPORTS?**

#### **WHAT IS THE PROBLEM?**

We lose money and time by not having a single management cockpit to integrate all information into a single screen.

#### **HOW DO YOU LOSE MONEY?**

Every company has multiple systems which all generate some information or store some important data that is relevant for making some decisions. The larger or more complex the company is, the more

such systems it has. More systems means more time spent with data and information hunting, and consolidating into a single document that can be printed and used in the management or business unit meetings. Time spent on creating such an executive report is long, and even longer if there are a lot of reporting layers. There can be serious consequences on decisions made if there's a mistake or error somewhere. Double-checking consumes time again. Wouldn't it be better to spend that time on actually contemplating the decision itself that has to be made? Valuable working hours are wasted this way in nearly every company.

### **PROBLEM #7: HE DID WHAT?!**

#### **WHAT IS THE PROBLEM?**

We lose money and important materials by not having a central content access interface to mitigate security risks generated by users.

#### **HOW DO YOU LOSE MONEY?**

If someone leaves the organization – especially if it wasn't his decision – they are likely to take information with them; that's just human nature. That's why this is called the human firewall. Or, it can be really bad if you should have access to a given piece of content, but don't, and the IT professional who could give you rights is busy with something else. Or, what if an employee does not have access to the given content itself, but a search on the Intranet accidentally gave him the first two lines from the Word file which said: "People to be laid off over the next month:". This can lead to situations all managers want to avoid.

Not to mention that if there is a central content access area, nobody has to remember 15 different passwords, just one: the domain login. Everything else is handled seamlessly in the background by the software.

### **PROBLEM #8: ONLY IF I COULD CREATE THAT ACCOUNT MYSELF...**

#### **WHAT IS THE PROBLEM?**

We lose money, time and information by waiting for the administrators to create or de-active an account or email address for newly entering or exiting employees. It also takes hours to give the necessary rights to people so they can actually start working.

#### **HOW DO YOU LOSE MONEY?**

By not having the right procedures and IT environment in place, you waste valuable time and money by waiting for simple things like getting permission to a folder or file, creating a domain account and email address for a new employee, etc. These are not IT tasks. These are HR and administration tasks.

What happens if a certain manager is on vacation and is unavailable to do a task for which only he has the appropriate rights? Wouldn't it be nice that he could actually delegate part of his permissions and authority while he is out of the office? By not having a delegation and provisioning system in place, you lose money by waiting, chasing IT and trying to find some workaround to solve the problems. Instead of that, you should create business value.

### **PROBLEM #9: ONE SIGNATURE IS STILL MISSING...**

#### **WHAT IS THE PROBLEM?**

We lose valuable time (and thus money) by waiting for the right people to sign various documents. The customer/partner is waiting and we even may miss some deadline because of that.

#### **HOW DO YOU LOSE MONEY?**

What's the value of a missed deadline for a contract or agreement? What's the value of the contract to start a week later? There's lots of money involved in such questions. By having all the signings and approvals taking place on paper (or worse: by email), companies burn very valuable money while not realizing it. The visible pain point is that employees are kept waiting, assistants are running throughout the building carrying oversized files or waiting for a particular manager to sign, and managers are signing paperwork without reading them carefully due to time constraints.

## **USAGE SCENARIOS**

Below you can find typical usage scenarios for Sense/Net 6.0. If you recognized some familiar problems above, you may need some solution sooner or later. The sooner the better, that way you waste less money.

The costs are very rough estimations and if you are considering starting more than one scenario, the costs are not consolidated. There are many overlapping activities and many redundant costs (e.g. servers and licenses). These are merely indicative estimates to give you a picture about what you can expect.

On the other hand, benefits are added together. If you deploy a multi-purpose solution, it can solve, for example, the redundant website content upload problem plus the document search-and-retrieve issues with a single stroke. Don't make the mistake of selecting only a Web Content Management tool only to realize 1 year later that now what you need is an Enterprise Content Management or Collaborative Portal solution. Pick the **One Right Tool** for the job. Your ROI will be much higher.

Solutions to problems have both technical and business aspects, and it is important to consider *all* of them when making a decision. Things to consider include:

- Will that solution be supported by its vendor (*not your IT guy, the vendor!*)?
- Is it well documented?
- Is there a help desk you can call?
- Is it scalable in a meaningful way for your projected usage?
- Is it secure for your environment?
- Does it offer Enterprise Collaboration?
- Does it allow you to leverage your existing technology investments, and does it integrate into your current IT environment?
- Will it be suitable for your next year's business needs, and the following year (i.e., does it support long-term growth)?
- Does it comply with industry and company standards?
- Does it align well with your corporate strategy?
- What is the cost of *not* doing the project?

ECMS is one the most important investments you are going to make because *every employee* will use it. That's the primary online communication tool – or at least, that's the idea behind.

A word on utilizing spared work hours: you'll find that many of the value drivers turned into ROI below are coming from spared work hours. It is worth noting that the ECMS or portal projects can only spare those working hours; it is up to the management of the organization to actually motivate the employees to create business value and turn those working hours into productive ones. On the other hand, a system that makes working life easier generates other, not-so-monetary benefits: happier or more satisfied employees, which can lead to more profit through many logical steps. The more intangible the benefit, the harder it is to assign a monetary value to it. At a certain level, it is not worth calculating return on investment – it costs you more than the results you can get. In conclusion, it is up to you to determine what you do with the time a more efficient system gives to you.

*Note: The project TCO assumptions are not binding offers of any kind. The specific TCO depends highly on the specific project and thus can be significantly lower or higher. They are indicative numbers according to Sense/Net's experiences with similar projects.*

## **SCENARIO #1: MANAGE INTRANET, INTERNET AND EXTRANET WITH A SINGLE ECMS SYSTEM**

### **GOALS**

The goals for this scenario are the following:

- To have a single content management system with which the company can handle the content of its Intranet, Internet and Extranet sites. Content can be on-line articles, documents, spreadsheets, videos – in other words, any material that can be interpreted by a human eye.
- To have approval workflows to decide which content is publishable to which site.
- To have a single security system which integrates with the company's current authentication system, ensuring that users have access only to content which is relevant to them depending on their role and current assignments.
- To have a framework to display and centrally manage existing internal web development efforts.
- To be able to search in all managed content, respecting the current location (eg. Intranet/Internet) and user rights.

### FUNCTIONALITY

- **Content Repository:** a central, single store and manage function. This is the "backbone" of the organization, like a big bookshelf. You can put any type of content here: web (HTML) articles, news, downloadable company documents in PDF format, podcasts, product showcase videos – anything. Even employees and tangible assets can be considered as content. All content has descriptive data (called meta-data) that eases access and usage, plus certain shelves are locked and thus closed from most of the users. Some documents require special permission to read, while others are open to the public, even to non-employees. The Content Repository ensures the consistent storage of this information, while tracking different versions, archiving, and any other content lifecycle steps that can occur.
- **Content Management:** centrally stored content can be edited by having the required permissions. The marketing staff can upload new company news and announcements both to the website and to the Intranet, latest financial results are published by the CFO and the latest internal career options are uploaded by HR. All these actions are controlled by the content management functionality to ensure consistent management of stored content.
- **Workflow:** all content created on-line or uploaded from an external source needs approval from somebody so it can be displayed on the proper site. The system is able to manage such workflows, from simple user-to-user scenarios to more complicated ones, to ensure that no unwanted content is published.
- **Templates:** templates define how given content is displayed on a particular website or Intranet. Some content (like the company news) can be displayed on both interfaces with a different look and feel (or even with different details). You can define as many of these templates as you like – the content itself is independent from it.
- **User roles and ACLs:** users can only see what they have permission and privilege to see. This is controlled by their job level, job description and current work assignments. All these real-life "user rights" are displayed in the system as roles and access control lists. A role gives you permission to do a certain thing (like publish new articles) and your access to a given content piece tells you whether you can do the desired activity or not (like publish today's article).

- **Blog:** a company blog to make sure that you are able to speak to the Internet users in a way they like to consume information. The blog also has commenting options and only those employees who have the necessary rights can launch their company blog.
- **Forum:** an Internal threaded discussion forum for the Intranet for employees to be able to discuss various work and non-work topics. Forums can be moderated and new forums can only be started by those with the appropriate permissions. If the organization prefers having online questions and answers with customers, certain parts of the forums can be made accessible from the Internet side as well.
- **Delegation:** users can delegate their user rights depending on their permissions and roles. This is very useful when they have to delegate a certain task or when they are out-of-the-office and need someone to act in their absence.
- **Provisioning:** certain administrative tasks can be performed by empowered users – create a new account, delete/de-activate an account, give permission to users for a given content/function.
- **Search:** all users can search and find relevant content (full-text and keyword based) based on their user rights and roles.

### ESTIMATED PROJECT SETUP

#### *Assumptions:*

- 100 employees, 70 of them are information workers
- Simple company Internet website to display product and services information, news and blog. Workflow to manage content
- Intranet to display internal news, announcements, downloadable documents. A couple of simple functions like vacation request, procurement of office equipment. Workflow to manage content.
- The same user group is publishing Intranet and Internet news.
- An average of 50 unique users read the Intranet daily
- 1 article is published per day to the Intranet
- 3 news articles are published per week to the Website. 1 of these is similar in part with an internal article.
- 1 user is added every 2 months
- 1 user is removed every 2 months
- An average of 1 user is on vacation for a week per month

#### *Project:*

- Number and type of personnel needed:
  - 1 project manager
  - 1 consultant
  - 2 developers
  - 1 designer
  - 1 portal builder

- Estimated duration:
  - 3 months
- Estimated work hours:
  - 1,100
- Estimated project TCO:
  - 130,000 USD

## ESTIMATED ROI

*Value creators:*

- minutes saved on finding relevant information
- minutes saved on single publication
- minutes saved on empowered provisioning
- minutes saved on delegation
- printing cost
- email attachment storage cost
- reduced hardware costs
- reduced operations costs

*High-level financial analysis:*

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
TCO	80%	10%	10%
Cash-flow	\$ -22,248	\$ 77,085	\$ 77,085
Present Value	\$ -21,609	\$ 70,634	\$ 66,636

**CFROI: 93% \***

\*: for deep financial analysis, further information or custom ROI calculation, please contact us.

## SCENARIO #2: MANAGE DOCUMENT-BASED PROCESSES AT PAPERWORK-INTENSIVE ORGANIZATIONS

### GOALS

- To have a document-based collaboration tool with which users can work on documents as a team – only one user can work on a document at a time, and different versions can be compared. Tasks and deadlines can be set to a given document.

- To have a document-based workflow system which enables users to start pre-defined approval processes depending on the type and content of the given document. After all approvals are done, document should be published/placed into the required folder/inbox/content repository.
- To have a system which is able to handle multiple documents, so if a document has attachments and appendices, they can be handled together if needed, but could be edited independently.

### FUNCTIONALITY

- **Collaborative Workspaces:** all workspace documents are stored in the system, and documents can be copied and moved between workspaces. Users have different permissions in a workspace and on different documents. Users can open and save documents directly from their respective Office applications. Documents are displayed in a simple customizable way which is similar to the Windows Explorer interface.
- **Document meta-data:** documents have descriptive data – who edited it and when, when it was originally created, the subject or topic of it, what are the keywords best describing its content and so on. Some meta-data is filled automatically, some is done manually. Permission can also be granted or revoked for a particular user on given meta-data.
- **Check-in/check-out:** documents in the workspace can be “checked out,” meaning that one copy can only be opened for editing by a single user. Others can only read the last saved version. When a user “checks in” a document, it is saved back to the workspace, once again becomes unlocked, and other users with proper permissions can then edit it.
- **Version control:** checked-in documents that are saved back to the workspace do not override the previous version but are instead given a new version number and added to the history list of edits for that document. Therefore, working with workspaces gives you the freedom to check different versions of the document, compare them, or even roll-back to a previous version if desired or necessary.
- **Task management:** tasks can be assigned to a given user, even subject to a specific document. Tasks can be ordered, and can be given deadlines or even more resources. It’s a mini-project management interface that allows you to organize what’s happening in a workspace into task assignments and deadlines.
- **Calendar:** the workspace calendar not only can contain tasks but events as well. Events can be meetings or any other kind of happenings that may or may not involve users. All workspace “dates” are consolidated into a single calendar view for better usability.
- **Notifications:** if something happens in a workspace (e.g. a new document is uploaded, a forum message is answered, a task is assigned) users can get notification via email or RSS, according to their preferences. This way no information shared will go unnoticed and the notification does not require an extra effort from the content-generating user’s part.
- **Workflow:** documents that are considered complete or ready in the workspace can be subject to approval before publication. Approval workflows are created by those with appropriate permissions while other rights are required to start a workflow with a document. They can be simple point-to-point workflows (this manager approves than that one) or more complicated (if the value of the contract is above 2,000 USD it goes to that manager, below that to another

one). The end action – meaning what happens with the document after approval – can also be customized. Workflows can be quite complicated, for example: somebody sends a document to the organization, for which an official reply must be sent. For the response to be created, several business units have to work on several documents which are independently approved via many different approval processes per business unit, then the official response is created based upon those several documents and is again approved via a different workflow. The process does not end here, because after receiving the response the other company sends another document (e.g., questions, clarification requests) for which another response must be created in the same way. All these documents have to be managed in a single workspace, handling links and connections and following the current status of the process(es).

- **Meetings:** many documents and processes mean many meetings. Workspaces can be used for virtual meetings (or to prepare for a meeting) as well: instant communication via 3<sup>rd</sup>-party IM system, ad-hoc and organized collaboration via forums, comments and information sharing.
- **Search:** all users can search and find relevant workspace content (full-text and keyword based) based on their user rights and roles.

## ESTIMATED PROJECT SETUP

### *Assumptions:*

- 100 employees, 70 of them are information workers
- 1 document is created per week per information worker
- 1 document is updated per week per information worker
- 10 documents are read per week per information worker
- 1 task is assigned to each information worker per week
- An average workspace has 20 documents and is used by 10 employees
- An average meeting has 7 participants, lasts for 60 minutes and needs 15 minutes of preparation from each participant
- Half of the document is subject to approval
- An approval process has 4 steps

### *Project:*

- Number and type of personnel needed:
  - 1 project manager
  - 2 consultant
  - 2 developers
- Estimated duration:
  - 2 months
- Estimated work hours:
  - 960
- Estimated project TCO:
  - 120,000 USD

## ESTIMATED ROI

*Value drivers:*

- minutes saved on finding relevant information
- minutes saved on meeting preparation
- minutes saved on automated approval processes
- minutes saved on not having to re-construct documents
- printing cost
- email attachment storage cost

*High-level financial analysis:*

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
TCO	80%	10%	10%
Cash-flow	\$ -7,707	\$ 76,293	\$ 76,293
Present Value	\$ -7,485	\$ 69,908	\$ 65,951

**CFROI: 112% \***

\*: for deep financial analysis, further information or custom ROI calculation, please contact us.

## SCENARIO #3: INTEGRATE VARIOUS CONTENT/DATA REPOSITORIES INTO SIMPLE SCREENS FOR BETTER DECISION MAKING

### GOALS

- To provide a single customized (or a maximum of three) web page for each decision maker which brings together all information from all back-end systems that are needed for efficient decision making.
- Every level of the management is able to see only what they have permission to see.
- To access all data needed for decision making with as few clicks as possible.
- To provide the data in a simple way that is easy to read and understand for the human eye.
- Provide the ability to drill down to details to know what's behind the data.
- The decision making screens must be printable and exportable to Excel.

### FUNCTIONALITY

- **Data Integration:** integrate data from various sources into the system. The functionality of the source system is not needed, only the data stored in there (e.g., you don't need the whole SAP,

just the stored financial data). Every system influencing decision making must be linked in: financial and controlling, HR, project management, reporting, CRM, competitive analysis, etc.

- **Data Representation:** integrated data must be displayed in a way that is very easy to read and understand for the human eye. We assume that managers are in a time constraint so they need information as quickly and as prepared as possible. For certain simple things, KPIs can be defined in the system that displays alerts or reassurances depending on a negative or positive value (e.g., sales numbers are on target, project is not slipping, etc.).
- **Business Intelligence:** managers must be able to look at bottom-line details (especially if a KPI is deep red). With a few simple clicks the whole data set behind the displayed KPI is displayed, either by redirecting the user to the source system or displaying data directly from there (depending on whichever is simpler and more efficient for the user). For example, if sales numbers are below target, the sales director can look into every salesman's quota to check who is behind target.
- **User roles and ACLs:** with reporting and KPIs, security and permissions are extremely important. Users can only see data that they are permitted to see, depending on their job level and job role. Managers must be able to delegate rights according to their preference to other employees to look into some numbers (e.g., every salesman can see his own records; the manager's assistant can see certain data, etc.).

## ESTIMATED PROJECT SETUP

### *Assumptions:*

- 200 employees, 140 of them are information workers
- There are 3 levels of management, with 35 managers in total
- An average manager checks 5 different data sources for business decision making
- A business decision is made once a week by every manager

### *Project:*

- Number and type of personnel needed:
  - 1 project manager
  - 2 consultant
  - 2 developers
  - 1 designer
  - 1 portal builder
- Estimated duration:
  - 5 months
- Estimated work hours:
  - 1,440
- Estimated project TCO:
  - 180,000 USD

## ESTIMATED ROI

*Value drivers:*

- minutes saved on finding relevant data and information
- minutes saved on making a single Excel sheet
- minutes saved on meeting preparation
- printing cost
- email attachment storage cost

*High-level financial analysis:*

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
TCO	80%	10%	10%
Cash-flow	\$ -64,410	\$ 66,590	\$ 66,590
Present Value	\$ -62,561	\$ 61,017	\$ 57,563

**CFROI: 34% \***

\*: for deep financial analysis, further information or custom ROI calculation, please contact us.

## SCENARIO #4: BUILD A PLATFORM FOR FUTURE ENTERPRISE DEVELOPMENT

### GOALS

- To integrate all current Intranet web applications into a single platform
- To unify the look-and-feel (a.k.a. User Interface) of all web applications and thus shorten the learning curve
- To manage all web applications from a single administrative interface
- To provide the same security layer for each web application
- To be the single platform of future Enterprise web application development
- To utilize all past .NET-based investments but receive the benefit of open source

### FUNCTIONALITY

**Content Repository:** a central repository to store all objects of the organization. In this case, all users, content and web applications are considered as objects. Based on Oslo philosophy, this is the backbone of the organization, into which everything is connected and managed centrally. An object has security settings, descriptors, meta-data, actions and other things that ensure their consistent handling. They can be part of applications, applications themselves, uploaded documents, web pages, etc.

**Unified User Interface:** all web applications share the same style, button set and user interface logic to ensure a homogeneous look-and-feel. All future developments can use the provided style set, while existing applications can (and should) be modified to use these and integrate seamlessly with the UI.

**Smart Application Model:** with the help of the Smart Application Model, there's no need for development on the display layer. All you need to deal with is content – and nearly all objects are considered as content: data, users, portlets, documents, text. Every content can serve itself, can be referenced by a valid, search-friendly URL. The mode of serving is very easy to customize and can meet all possible requirements. The display itself can vary from portal to portal. Bottom line: to build a portal, your task is to build the content itself, not the pages that display it.

**Open Source, .NET:** being open source gives you all the infinite possibilities of not limiting yourself to a proprietary ECMS engine. You can modify what you don't like or add additional modules where you feel it's not enough or just a bit less than you need..NET gives you enterprise scalability, access to the very latest enterprise developments, and a professional toolset that makes development extremely fast and effective. Also, your existing Visual Studio and other Microsoft investments were not in vain – you can use them at full throttle.

### ESTIMATED PROJECT SETUP

#### *Assumptions:*

- 100 employees, 70 of them are information workers
- 3 internal developers
- 1 Intranet web application is deployed in every quarter
- 10 applications are in place already
- An average application takes 2 days to learn currently

#### *Project:*

- Number and type of personnel needed:
  - 1 project manager
  - 1 consultant
  - 2 developers
- Estimated duration:
  - 2 months
- Estimated work hours:
  - 1,440
- Estimated project TCO:
  - 95,000 USD

### ESTIMATED ROI

#### *Value drivers:*

- future projects real-option
- reduced developer costs
- reduced training costs
- reduced error possibilities
- reduced operations cost

*High-level financial analysis:*

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
TCO	80%	10%	10%
Cash-flow	\$ -10,880	\$ 59,140	\$ 62,660
Present Value	\$ -10,568	\$ 54,190	\$ 54,166

**CFROI: 108% \***

\*: for deep financial analysis, further information or custom ROI calculation, please contact us.

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