



# Device42 Delivers 4.8x Return on Investment

## CHALLENGE

One of the top 5 world’s largest car manufacturers was facing a major issue. Critical IT incidents were taking on average more than 1 hour to identify and fix, and costing the company hundreds of thousands of dollars every year.

In order to reduce the losses, the company needed a way to map their IT landscape to better understand the impact of incidents, find the root cause of the problems and resolve them quickly. They needed a solution to rapidly show them how applications and infrastructure were related and make the correct decisions every time and at speed. The company approached Device42 for help.

## IMPACT

The primary use case for the company was incident management, and in particular critical incident management. They were averaging two critical incidents per month, plus a number of smaller incidents that also had to be dealt with. After deploying Device42, the results were:

Value Justification Calculation			
METRIC	BEFORE	IMPROVEMENT	SAVINGS
Critical Incidents	<ul style="list-style-type: none"> <li>Average of 2 incidents per month, lasting a minimum of 60 minutes</li> <li>Cost of each incident was \$500* per minute</li> <li>Total annual cost Before D42: \$720,000</li> </ul>	30%	\$18,000 per month or \$216,000 per year
Return on investment			4.8x

The company has achieved a 4.8x rate of return in their investment with Device42, just on the critical incidents. There are other benefits of Device42 that have helped the IT team deal with the smaller and more frequent incidents that have not been included in this calculation.

\*Gartner estimates the cost of an outage is between \$437 per minute for small companies, to \$9,000 per minute for large companies. The calculation above uses very conservative estimates.

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