TCO for Hosted Solutions

In-House Support Costs for 400 users	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost/5years
License Cost	$600,000	0	0	0	0	$600,000
Application Support and Maintenance	$108,000	$108,000	$108,000	$108,000	$108,000	$540,000
Professional Services Implementation & Customization	$900,000	$60,000	$60,000	$60,000	$60,000	$1,140,000
Hardware	$100,000	$30,000	$30,000	$30,000	$30,000	$220,000
IT Infrastructure	$115,000	$80,000	$80,000	$80,000	$80,000	$435,000
Data Center & Admin. Personnel	$80,000	$80,000	$80,000	$80,000	$80,000	$400,000
User Training	$30,000	$6,000	$6,000	$6,000	$6,000	$54,000
Total In-house Costs	$1,933,000	$364,000	$364,000	$364,000	$364,000	$3,389,000

Hosted Support Costs for 400 users	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost/5years
License Cost	$312,000	$312,000	$312,000	$312,000	$312,000	$1,560,000
Application Support and Maintenance	$0	$0	$0	$0	$0	$0
Professional Services Implementation & Customization	$62,400	$15,600	$15,600	$15,600	$15,600	$1,560,000
Hardware	$0	$0	$0	$0	$0	$0
IT Infrastructure	$0	$0	$0	$0	$0	$0
Admin. Personnel	$20,000	$20,000	$20,000	$20,000	$20,000	$100,000
User Training	$15,000	$1,500	$1,500	$1,500	$1,500	$21,000
Total Avg. Hosted Costs	$409,400	$349,100	$349,100	$349,100	$349,100	$1,805,800