

# The Iceberg of Total Technology Cost



## KNOWN TECHNOLOGY COSTS

- Hardware/Software purchases
- Telecommunications
- Facilities
- Technology support salaries
- Technology vendor costs

## UNIDENTIFIED TECHNOLOGY COSTS

- Sub-optimized equipment
- Under-utilized applications
- Missed sales opportunities
- Diminished productivity
- Compliance penalties
- Project mismanagement
- Wasted management time
- Security risks
- Lost knowledge
- Distracted professionals
- Wiring deficiencies
- Sluggish innovation
- Incomplete projects
- Slow onboarding/off-boarding
- Higher utility bills
- Recurring problems
- Insufficient documentation



A Technology Management Company

## What part of **your iceberg** is under the water?

Like an iceberg, the visible IT costs in a company's financials are only part of the story; the hidden costs below the waterline can be surprising.

- Sub-optimized equipment: obsolete devices; unvirtualized servers
- Under-utilized applications: software no longer supported; modules not installed
- Missed sales opportunities: poor application performance causing missed deadlines; employee dissatisfaction and turnover due to inefficient technology
- Diminished productivity: email disruption; internal network or server outages; lack of new feature training
- Compliance penalties: excessive spending to meet requirements; time and expenses related to misinterpretation of requirements
- Project mismanagement: choosing hardware that fails to perform optimally or has a short shelf-life; incomplete design causing installation mistakes; inadequate budgeting
- Wasted management time: unexpected situations requiring upper-level involvement and decision making
- Security risks: confusion and shut-downs due to breaches; loss of Intellectual Property; malware infections; loss of customer confidence
- Sluggish innovation: less innovation due to outdated technology; disruptions consuming innovation time
- Onboarding/off-boarding: workstation preparation and decommissioning; credentials; training; employees unproductive without properly configured devices
- Recurring problems: Failure to perform root cause analysis
- Insufficient documentation: Lack of current network diagram; poor management of licenses and warranties

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**Technology Management solves these issues and provides outstanding network performance--all for a level-funded monthly cost.**

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NPI's Technology Management uses operational excellence and advanced technical knowledge to drive out risk. Call us today to learn how NPI can power your business to greater profits by increasing revenue, reducing costs and controlling risks.



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