

Cost/Benefit Analysis

How computer based training offers a cost effective alternative to traditional lecture-style education.

Improved business results: CBT delivers more reliable results through employees learning at their own pace, through 24/7 availability, through consistent and patient delivery of pre-validated content. Traditional education delivers improved business results but at a far greater cost in human resource expense than CBT including such variables as travel & entertainment, overtime, scheduling conflicts, retraining for employees who don't certify or substandard delivery by those employees who "didn't get it" in the classroom environment.

What criteria do organizations use to make a purchase decision?

We make a purchase decision when one or more of the following criteria are met:

- Make money
- Save money
- Save time
- Improve business results

How does computer based training compare using these criteria?

Computer Based Training or CBT addresses each decision point:

• Make money: through the most effective teaching tool, organizations are able to make more money because employees do their tasks correctly and efficiently the first time.

• Save money: CBT has been documented to cost far less than traditional classroom instructor lead training.

• Save time: CBT saves time thru 24/7 availability; ready when your students are; no scheduling conflicts. Traditional classroom methods involve costs not associated with CBT such as paying overtime for staffing positions for those attending class and awkward teaching schedules designed to include evening and overnight shifts.

A satisfied client states:

"Using computer based training from OnCall Learning Systems to educate our staff in how to prepare for our Meditech 4.71 upgrade saved us \$400,000 or 8 FTEs."

• Improve business results: once employee knowledge is congruent with established business practices, the delivery of business results improves through greater efficiency, fewer errors and less time spent looking for the correct procedure.

CBT offers reliably consistent delivery of exactly the same subject matter each and every time. Traditional education certainly can make money for the enterprise as well but the payback timeline is considerably longer due to the potential for inconsistent delivery by instructors and/or inconsistent understanding by students.

Traditional education, when compared with computer based training, typically costs tens of thousands of additional precious education dollars to deliver. The average CBT suite is cost-justified when compared to the .4 FTEs expended by an educator who devotes two days per week to preparing and delivering education.