Through seven customer interviews and data aggregation, Forrester concluded that Google Chrome OS devices for knowledge workers have the following three-year financial impact.

### SUMMARY OF BENEFITS

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Initial Year</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware And Software Savings</td>
<td>$3.1M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improved Employee Productivity</td>
<td>$2.2M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Management And Services Savings</td>
<td>$10.7M</td>
<td>$16.0M</td>
<td>$16.0M</td>
<td>$16.0M</td>
</tr>
</tbody>
</table>

### Financial Summary

- **ROI**: 121%
- **NPV**: $8.7M
- **Payback**: < 6 months

**Before**

- Deployment time per legacy device: 4 hours

**After**

- Deployment time for Chrome OS devices: 1 hour

**Summary of Benefits**

- **Hardware And Software Savings**: $3.1M
- **Improved Employee Productivity**: $2.2M
- **IT Management And Services Savings**: $10.7M

**Google Chrome OS Devices For Knowledge Workers By the Numbers**

- **Knowledge workers with Chrome devices experience 30 minutes in time savings per week.**
- **IT productivity improvement of 75% related to update policies and end user service desk tickets.**
- **$800 savings per knowledge worker device.**