

EDAM[®]

Enterprise Document Assessment Methodology

Healthcare Organization Profile

The costs portrayed are based on our independent research and data sources encompassing 500+ profit and not-for-profit healthcare organizations with 1,000+ full-time employees.

The name has been modified for confidentiality, however the calculations are accurate to provide an informative perspective of the key metrics we predictively measure.

This document is intended for education and discussion purposes.

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ALLAssociatesGroup
strength in numbers

1997-2017

EDAM® Document Profile for: Whole Healthcare Inc.

Company: Whole Healthcare Inc.
Segment: Healthcare Providers
Country: United States



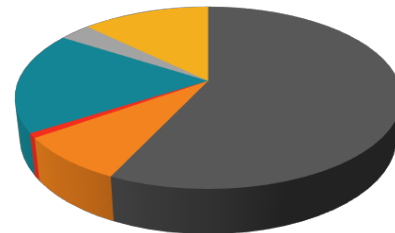
Fiscal Year End: 09/30/2016
Employees (FTE)*: 39,492
Revenue: \$6,168,120,505
* Full Time Equivalent

The information presented below is a highly reasoned, predictive forecast using the EDAM® expert system and is calculated using the user entered data above. This report details the Office, Production, and Commercial Document Frameworks.

Annual Office, Production, and Commercial Page Consumption

Document Type	Pages Consumed	Pages/FTE
Office Print	279,935,309	7,088
Office Copy	40,000,335	1,013
Office Fax	4,048,454	103
Production Print	88,894,702	2,251
Production Copy (CRD)	15,441,803	391
Commercial Print	62,688,091	1,587
Total	491,419,947	12,433

This summary details the Annual Office, Production and Commercial Page Consumption, regardless of the device type (single or multi-function), or duplex capability. The Pages/FTE figures are annual.



■ Office Print
■ Office Copy
■ Office Fax
■ Production Print
■ Production Copy (CRD)
■ Commercial Print

Annual Office Document Costs

Document Framework	Document Cost	% of Revenue
TCO (Base Costs)	\$11,063,465	0.18%
EDAM Burdened Costs	\$184,423,734	2.99%

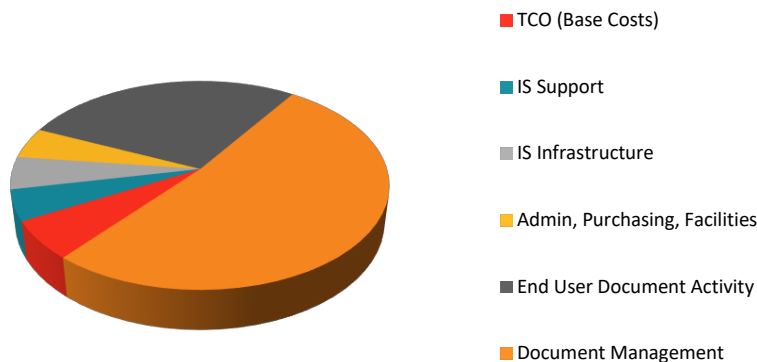
The TCO (Base Costs) comprises hardware, supplies, paper, maintenance, and service expenses only. The EDAM Burdened Document Costs extend to include IS Support, IS Infrastructure, Admin and Facilities, End User Document Activity, and a broad range of Document Management and Process Costs.

Annual Production and Commercial Document Costs

Document Framework	Document Cost	% of Revenue
Production	\$53,744,046	0.87%
Commercial	\$32,290,823	0.52%

The Production Costs relate to both central print and copy / mailroom functions and are "fully burdened". Commercial costs relate to traditional offset, litho type document activity, including printed inserts, brochures, etc. Commercial is based on an 8 1/2" x 11" equivalent.

EDAM Fully Burdened Office Document Costs vs. TCO (Base Costs)



■ TCO (Base Costs)
■ IS Support
■ IS Infrastructure
■ Admin, Purchasing, Facilities
■ End User Document Activity
■ Document Management

The chart above indicates that for every \$1 spent on TCO (Base Costs) there are an additional \$9 spent in fully burdened costs through the document system, including process, storage, retrieval, and employee's time working within those processes.

Office TCO (Base Costs) Savings Potential

Conservative	Moderate	Aggressive
5%	10%	25%
\$553,173	\$1,106,347	\$2,765,866

This table indicates savings potential against TCO Costs only.

EDAM Moderate Office Cost Savings Indicator

TCO (Base Costs)	\$1,106,347	10%
IS Support	\$438,863	5%
IS Infrastructure	\$929,711	10%
Admin, Purchasing, Facilities	\$707,604	8%
End User Document Activity	\$2,042,238	4%
Document Management	\$2,861,547	3%
Estimated Potential Savings	\$8,086,309	

This table indicates a moderate savings scenario across all EDAM Burdened Document Cost Silos within the Office environment only.

Detailed Office Document Costs			
Burdened Cost Areas	Annual Cost	Cost as % of Revenue	Costs per FTE
TCO (Base Costs)	\$ 11,063,465	0.18%	\$ 280
IS Support	\$ 8,777,260	0.14%	\$ 222
IS Infrastructure	\$ 9,297,109	0.15%	\$ 235
Administration, Purchasing, and Facilities	\$ 8,845,053	0.14%	\$ 224
End User Document Activity	\$ 51,055,940	0.83%	\$ 1,293
Document Management	\$ 95,384,908	1.55%	\$ 2,415
Total	\$ 184,423,734	2.99%	\$ 4,670

This table details the Office Document Costs which are comprised of the following: **TCO (Base Costs)** - hardware, toner and inks, paper (plain and special), click-charges, service/maintenance, power etc. **IS Support** - help desks, second level support, installation and setup, asset management, training, device management, network management etc. **IS Infrastructure** - print servers, network bandwidth, mainframe conversions, data stream transforms, formatting software, application programming & maintenance, testing, etc. **Administration, Purchasing, and Facilities** - product and services selection, ordering, billing, RFP's, supplies storage, restocking, inventory management, facilities and real estate overhead. **End-User Document Activity** - end user production time including equipment interaction, waiting time, paper and consumable loading, hand finishing such as collating and stapling. **Document Management** - filing, storage, indexing, retrieval, microfiche, COLD, scanning, binding, folders, postage, handling and distribution, mailroom, pre-printed forms, electronic forms, waste disposal.

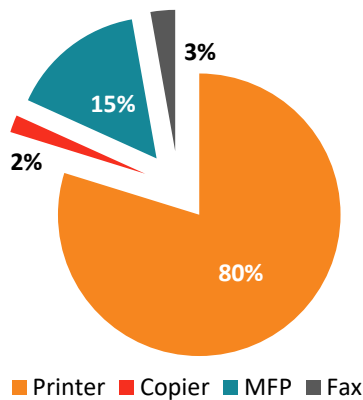
Detailed Production and Commercial Document Costs			
Burdened Cost Areas	Annual Cost	Cost % of Revenue	Costs per FTE
TCO (Base Costs)	\$ 6,882,790	0.11%	\$ 174
Facilities and Labor	\$ 5,162,092	0.08%	\$ 131
IT Support and Infrastructure	\$ 4,301,743	0.07%	\$ 109
Administration and Procurement	\$ 3,441,395	0.06%	\$ 87
Document and Content Design	\$ 10,324,184	0.17%	\$ 261
Other Document Management Costs	\$ 13,765,579	0.22%	\$ 349
Final Fulfillment and Distribution	\$ 42,157,086	0.68%	\$ 1,067
Total	\$ 86,034,870	1.39%	\$ 2,179

The production and commercial framework includes central production printing, centralized copying (CRD), mailroom facilities, and external outsourcing to service providers and mailing houses. This table comprises the following: **TCO (Base Costs)** - cost of equipment (device, finishing, and inserting), consumables, paper, etc. **Facilities Costs** - building leases, power, lighting, HVAC, employee salaries and benefits etc. **IT Support and Infrastructure** - servers, print queues, job entry systems, etc. **Administration and Procurement** - product and services selection, ordering, billing, RFP's, supplies storage, restocking, inventory management, facilities, etc. **Document and Content Design** - output and report formatting, middleware software, version management, etc. **Other Document Management Costs** - online COLD, microfiche, records retention, etc. **Final Fulfillment and Distribution** - mailing costs, insertion, BTS, packaging, scanning, etc.

Detailed View of Office Installed Devices and TCO (Base Costs)						
Devices	Total	Printer	Copier	MFP	Fax	
Number of Units	8,007	6,388	159	1,235	225	
Hardware Costs	\$ 2,977,461	\$ 900,383	\$ 18,858	\$ 2,055,588	\$ 2,631	
Supplies Costs	\$ 5,492,820	\$ 4,545,085	\$ 104,250	\$ 753,002	\$ 90,483	
Service Costs	\$ 1,251,703	\$ 548,864	\$ 79,883	\$ 617,390	\$ 5,567	
Other Costs	\$ 326,855	\$ 172,676	\$ 8,899	\$ 142,749	\$ 2,530	
Total Cost	\$ 10,048,840	\$ 6,167,008	\$ 211,891	\$ 3,568,730	\$ 101,211	

This table details the Office Document TCO (Base Costs). The table shows breakouts against single and multi-function devices by the following criteria: **Number of Units** - The predicted installed base of devices, greater than 10ppm. **Hardware Costs** - The cost of hardware, including lease/acquisition of device, additional options and add-ons etc. **Supplies Costs** - The cost of supplies, including toner, inks, paper and any finishing items. **Service Costs** - Maintenance, maintenance kits, firmware changes, repairs etc. **Other Costs** - Includes cost of electricity, communications lines etc.

Total Office Device Summary



Total Annual Environmental Footprint	
Trees Consumed	60,421
Trees Consumed per FTE	1.53
Energy used to Manufacture Paper	8,354,139 kWh

This environmental snapshot indicates the effect of paper consumption in the office, production, and commercial frameworks in terms of total trees, trees per employee, Energy in kWh.

Office Document Savings Potential						
	Conservative		Moderate		Aggressive	
TCO (Base Costs)	\$ 553,173	5%	\$ 1,106,347	10%	\$ 2,765,866	25%
IS Support	\$ 263,318	3%	\$ 438,863	5%	\$ 877,726	10%
IS Infrastructure	\$ 464,855	5%	\$ 929,711	10%	\$ 1,394,566	15%
Admin, Purchasing, Facilities	\$ 353,802	4%	\$ 707,604	8%	\$ 1,061,406	12%
End User Document Activity	\$ 1,021,119	2%	\$ 2,042,238	4%	\$ 4,595,035	9%
Document Management	\$ 1,907,698	2%	\$ 2,861,547	3%	\$ 7,630,793	8%
Total Fully Burdened Savings	\$4,563,966		\$8,086,309		\$18,325,392	

This table indicates an estimate of potential net savings against the costs, from a series of professional services for Office costs only. Projected savings for the production/commercial environment can add further potential savings.

Disclaimer

This report is predictive in nature and is intended for general guidance and discussion purposes only and should be verified using the company's own data and mode of operation. The data presented in this report is based on input from the user and ALL Associates Group accepts no liability. EDAM® is a registered trademark of ALL Associates Group, Inc. All Rights Reserved.

How EDAM® Works

The EDAM® predictive expert methodology provide a hypothesis of the likely volumes and costs associated with document and print output processes and management. To achieve this, EDAM® uses proprietary algorithms built upon 880+ individual occupation types, 270+ industry classifications, across all international geographies and all organization types and sizes. The result, combined with proprietary calculations of over 1,000 document system costs provides a unique, indicative model for any individual company, using it's own unique economic, demographic and workforce profile.

About ALL Associates Group

ALL Associates Group is an independent, document analytics consulting firm that has, for over 20 years, developed, maintained and refined a robust statistical expert methodology (EDAM®) for predicting and measuring document system costs and dynamics in global organizations of all sizes. The EDAM® system uses data from public domain sources, country statistical bureaus, and years of practical consulting experience to provide rapid, highly reasoned estimates of the document system costs throughout an enterprise.

About EDAM Fully Burdened Costs

The EDAM Burdened Costs described in this report include the following: **Visible Hard Costs** – hardware & options, supplies (toner, inks, ribbons), paper (plain and special A4/A3), click-charges, break-fix (parts and labor), maintenance, power, etc. **IS Support and Infrastructure** – 1st and 2nd level helpdesk, device installation, testing and setup, asset management, local support staff, remote management and reporting, user training, printer servers (hardware, OS, queue management, load balancing etc.), office desktop applications, network management (ethernet, wireless etc.), device management (mobile, near-field, firmware updates and drivers), middleware tools (forms, fonts, data stream conversion, formatting, connectors, pull printing etc.), device security management, cloud interface services (SAN, offsite and remote, app server and web server), user application credentialing. **Administration and Purchasing** – real estate device footprint/ filing cabinets etc. product & service selection (RFI, RFQ, RFP), internal requisitions, inventory management (storage, delivery, receiving), supplier invoice administration, vendor relationship management, procurement & contract management. **User Document Production** – document creation, editing, formatting & distribution, user integration with business processes, printing, copying, finishing, collating, stapling, manual enveloping, refilling paper, device intervention, troubleshooting errors, manually scanning and indexing to SAN / Cloud. **Document Management** – physical document storage & retrieval (local/onsite and remote/offsite), electronic document storage and management, document distribution (internal / external), workflow and Business Process Integration, regulatory / compliance and audit, physical records management, pre-printed forms (internal / industry), post processing (postage, courier).

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