



Technology ROI Checklist

Evaluating technology investments for maximum return

Introduction

This checklist is designed to help NAMB stakeholders systematically evaluate the potential Return on Investment (ROI) of new technology solutions. By addressing key areas from business problem alignment to cost analysis and vendor evaluation, we aim to ensure informed decision-making and maximize the value derived from technology investments.

1. Business Problem & Fit

Define the Core Business Problem

Clearly articulate the specific business challenge or opportunity this technology aims to address. Ensure the problem is well-defined, measurable, and aligned with NAMB's strategic objectives.

- ☐ Problem is clearly defined and documented.
- ☐ Problem aligns with NAMB's strategic goals.
- ☐ Stakeholder consensus exists on the problem statement.

Technology Fit and Solution Alignment

Assess how well the proposed technology solution addresses the defined business problem. Consider its functionality, scalability, and compatibility with existing NAMB infrastructure.

- ☐ Technology directly addresses the core business problem.
- ☐ Solution offers scalable capabilities for future growth.
- ☐ Compatibility with current IT infrastructure is confirmed.
- ☐ Potential for integration with existing systems is assessed.

Alignment with NAMB's Mission and Values

Evaluate if the technology supports NAMB's core mission, values, and long-term vision. Ensure ethical considerations and compliance with internal policies are addressed.

- ☐ Technology supports NAMB's mission.

- [] Alignment with NAMB's core values is evident.
- [] Ethical implications have been reviewed.
- [] Compliance with internal policies is assured.

2. Time Savings Calculation

Quantify Potential Time Savings

Estimate the time that can be saved across various departments or processes by implementing the new technology. This section requires input from relevant teams to provide realistic estimates.

Current State:

- Estimated hours spent per week on [Process A]: _____ hours
- Estimated hours spent per week on [Process B]: _____ hours
- Estimated hours spent per week on [Process C]: _____ hours

Projected State (with new technology):

- Estimated hours saved per week on [Process A]: _____ hours
- Estimated hours saved per week on [Process B]: _____ hours
- Estimated hours saved per week on [Process C]: _____ hours

Total Estimated Weekly Time Savings: _____ hours

Annual Time Savings: _____ hours (Weekly Savings x 52)

Assumptions:

- [Specify any assumptions made in the time savings calculation, e.g., adoption rate, training effectiveness.]

Calculation Area:

- Total Annual Hours Saved x Average Hourly Cost = Estimated Annual Monetary Savings

3. Error Reduction & Compliance

Quantify Error Reduction

Assess the potential for the technology to reduce errors, rework, and associated costs. Identify key error types and estimate their reduction.

- Current error rate for [Specific Task]: _____ %
- Projected error rate with new technology: _____ %

- Estimated reduction in [Type of Error]: _____ %
- Estimated reduction in rework costs: \$_____

Compliance and Risk Mitigation

Evaluate how the technology will enhance compliance with regulatory requirements and internal policies, thereby mitigating risks.

- Improved compliance with [Specific Regulation]: [Yes/No]
- Reduction in compliance-related risks: [High/Medium/Low]
- Enhanced data security and privacy measures: [Yes/No]
- Auditable trails and reporting capabilities: [Yes/No]

4. Revenue Impact

Potential for Revenue Growth

Determine if the technology can directly or indirectly lead to increased revenue. This could be through improved sales processes, new product/service offerings, or enhanced customer retention.

- Potential for increased sales conversion rates: _____ %
- Opportunities for new revenue streams: [Describe]
- Impact on customer retention/loyalty: [Positive/Neutral/Negative]
- Estimated increase in annual revenue: \$_____

Cost Savings through Efficiency

Beyond time savings, identify other areas where the technology can lead to cost reductions (e.g., reduced material waste, optimized resource utilization).

- Estimated annual cost savings from operational efficiencies: \$_____
- Reduction in operational overhead: [Describe]

5. Implementation & Learning Curve

Implementation Timeline and Resources

Outline the expected timeline for implementation, including key milestones, resource requirements (personnel, budget), and potential dependencies.

- Estimated implementation duration: _____ weeks/months
- Required internal resources (IT, staff): [List]
- Required external resources (vendors, consultants): [List]

- Key implementation risks and mitigation strategies: [Describe]

Training and Learning Curve

Assess the effort required for users to become proficient with the new technology. Consider the availability and effectiveness of training programs.

- Complexity of the technology for end-users: [High/Medium/Low]
- Availability of comprehensive training materials: [Yes/No]
- Estimated time for users to reach proficiency: _____ weeks/months
- Projected impact on user productivity during learning curve: [Temporary Decrease/Minimal Impact]
- Need for ongoing training and support: [Yes/No]

6. Cost Analysis

Cost Category	Initial Investment	Annual Recurring Costs	Total Estimated Cost (Year 1)	Total Estimated Cost (Year 2)	Total Estimated Cost (Year 3)
Software Licensing/s ubscription	\$_____	\$_____	\$_____	\$_____	\$_____
Hardware Costs (if applicable)	\$_____	\$_____	\$_____	\$_____	\$_____
Implementation & Integration Fees	\$_____	\$_____	\$_____	\$_____	\$_____
Training & Development	\$_____	\$_____	\$_____	\$_____	\$_____
Ongoing Maintenance & Support	\$_____	\$_____	\$_____	\$_____	\$_____
Internal Resource Costs	\$_____	\$_____	\$_____	\$_____	\$_____
Contingency (10-15%)	\$_____	\$_____	\$_____	\$_____	\$_____
TOTAL ESTIMATED COSTS	\$_____	\$_____	\$_____	\$_____	\$_____

ROI Calculation

Total Estimated Benefits (Annual):

- Time Savings Value: \$_____
- Revenue Increase: \$_____

- Cost Savings: \$_____
- Error Reduction Savings: \$_____
- **Total Annual Benefits:** \$_____

Net Benefit (Year 1): Total Annual Benefits - Total Estimated Cost (Year 1) = \$_____

Payback Period: Total Initial Investment / Total Annual Benefits = _____ years

Return on Investment (3-Year Projection): $((\text{Total Benefits Year 1-3}) - (\text{Total Costs Year 1-3})) / (\text{Total Costs Year 1-3}) \times 100\% = \text{_____} \%$

7. Vendor Evaluation

Vendor Profile and Stability

Assess the vendor's reputation, financial stability, and track record in providing similar solutions.

- Vendor reputation and market standing: [Excellent/Good/Fair/Poor]
- Financial stability of the vendor: [High/Medium/Low]
- Years in business and relevant experience: _____ years
- References and case studies: [Provided/Not Provided]

Support and Service Level Agreements (SLAs)

Evaluate the vendor's commitment to ongoing support, including response times, issue resolution, and service level agreements.

- Quality of technical support: [High/Medium/Low]
- Clarity and comprehensiveness of SLAs: [Yes/No]
- Availability of 24/7 support (if needed): [Yes/No]
- Vendor's roadmap and future development plans: [Assessed/Not Assessed]

Partnership Potential

Consider the vendor's willingness to collaborate, adapt to NAMB's needs, and act as a strategic partner.

- Vendor's flexibility and adaptability: [High/Medium/Low]
- Alignment with NAMB's long-term technology strategy: [Yes/No]
- Ease of communication and engagement with the vendor: [High/Medium/Low]

8. Final Decision Matrix

Scoring and Recommendation

This section summarizes the evaluation across all key areas, assigning scores to facilitate a final decision. Weights can be assigned to each category based on NAMB's priorities.

Evaluation Area	Weight (%)	Score (1-5)	Weighted Score	Notes
Business Problem & Fit				
Time Savings				
Error Reduction & Compliance				
Revenue Impact				
Implementation & Learning Curve				
Cost Analysis (ROI)				
Vendor Evaluation				
TOTAL				100%

Recommendation

Based on the overall scoring and qualitative assessment, provide a clear recommendation regarding the adoption of this technology.

- ☐ **Approve:** Proceed with implementation.
- ☐ **Approve with Conditions:** Proceed, subject to addressing specific concerns.
- ☐ **Defer:** Re-evaluate at a later date or under different circumstances.
- ☐ **Reject:** Do not proceed with this technology investment.

Justification for Recommendation: [Provide a concise explanation for the chosen recommendation.]

NAMB Technology ROI Checklist - Final Decision

Decision Made By: _____

Date: _____

Approval Signature: _____