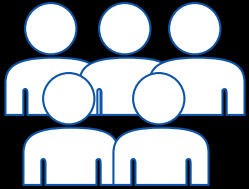


# SYSTEM DOWNTIME

## What's the real cost?

### LABOR COST

 [PxExRxH]



**# of People**

- How many employees are effected by the outage?

**X**



**AVG % Effected**

- How reliant are they on uptime to produce?

**X**



**Avg Rate/Hr**

- Average employee cost per hour?

**X**



**# of Hours**

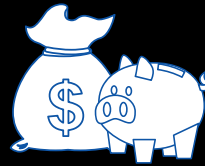
- How many Hours is the outage?

### REVENUE LOSS

 [(GR / TH) x I x H]



**X**



**% Impact**

- How reliant on uptime are you to produce?

**X**



**# of Hours**

- How many Hours is the outage?

### INTANGIBLE COSTS



Increased demand for service.



Unhappy Customers & Brand Reputation



Overtime Costs to cover decreased production.



Customer Loyalty & Attrition



Missed Deadlines, Agreements & Contracts