

Business Process	Number	Std Effort w/o eOR		Std Effort with eOR -		
		Minutes	Std Cost w/o eOR	Minutes	Std Cost with eOR	
1 Capture Order Information	O-030	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	
2 Perform Order Registration	S-010	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	
3 Support Service Installation requests	O-060	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	
4 Receive and Handle Customer Enquiries	R-050	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	
5 Perform Order Completion	S-040	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	
6 Faults	R-040	Not Modelled as EOR has no functionality in this regard				[] TCLRI
		[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	

Business Process	O-060											
Process Number	Support Service											
Process Name	Installation requests											
Wages	[] TCLRI											
Wages per hour	[] TCLRI											
Volumes	[] TCLRI [] TCLRI [] TCLRI											
Maximum Customer Sign Ups per Month	[] TCLRI [] TCLRI [] TCLRI											
Assumptions												
Transaction Times												
<i>Transaction Time w/o EOR - minutes</i>	[] TCLRI											
<i>Transaction Time with EOR - minutes</i>	[] TCLRI											
Iterations												
<i>Average additional Iteration</i>	0											
<i>Transaction Time for iterative loop w/o EOR</i>	[] TCLRI											
<i>Transaction Time for iterative loop with EOR</i>	[] TCLRI											
Additional Transaction time w/o EOR due to iterations	[] TCLRI											
Additional Transaction time with EOR due to iterations	[] TCLRI											
Total transaction time per unit w/o EOR including iterations	[] TCLRI											
Total transaction time per unit with EOR including iterations	[] TCLRI											
Results - [] TCLRI Sign-ups												
Month of operation (1-12)												
Orders per Month chosen month	1	2	3	4	5	6	7	8	9	10	11	12
Orders per Day chosen Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Transaction Time												
Additional Transaction time per unit with EOR	[] TCLRI											
Additional Transaction time due to iterations with EOR per unit	[] TCLRI											
Total additional Transaction time with EOR per unit (minutes)	[] TCLRI											
Total additional Transaction time with EOR per day (minutes)	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Cost												
Additional hours of work due to EOR additional transaction times per day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
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Orders per Day chosen Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Transaction Time												
Additional Transaction time per unit with EOR	[] TCLRI											
Additional Transaction time due to iterations with EOR per unit	[] TCLRI											
Total additional Transaction time with EOR per unit (minutes)	[] TCLRI											
Total additional Transaction time with EOR per day (minutes)	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Cost												
Additional hours of work due to EOR additional transaction times per day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Results - [] TCLRI Sign-ups												
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Orders per Day chosen Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Transaction Time												
Additional Transaction time per unit with EOR	[] TCLRI											
Additional Transaction time due to iterations with EOR per unit	[] TCLRI											
Total additional Transaction time with EOR per unit (minutes)	[] TCLRI											
Total additional Transaction time with EOR per day (minutes)	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Cost												
Additional hours of work due to EOR additional transaction times per day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Day	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Cost of additional work per Month	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI	[] TCLRI
Additional Cost Per Month	[] TCLRI Sign-ups	[] TCLRI Sign-ups	[] TCLRI Sign-ups									
Additional Minutes Per Day	[] TCLRI Sign-ups	[] TCLRI Sign-ups	[] TCLRI Sign-ups									

