Exhibit A: Financial Analysis for CRM, Logistics and Compliance Management

Discount rate **10.00%**

Assume the project is completed in Year 0

	Year				
	0	**1**	**2**	**3**	**Total**
Costs	652,000	55,000	55,000	55,000	
Discount factor	1.00	0.91	0.83	0.75	
Discounted costs	**652,000**	**50,050**	**45,650**	**41,250**	**788,950**
Benefits	0	350,000	350,000	350,000	
Discount factor	1.00	0.91	0.83	0.75	
Discounted benefits	**0**	**318,500**	**290,500**	**262,500**	**871,500**
Discounted benefits - costs	(652,000)	268,450	244,850	221,250	**82,550** ← NPV
Cumulative benefits - costs	(652,000)	(383,550)	(138,700)	82,550	

ROI 10%

Payback in Year 1

Assumptions

Costs

PM (480 hours, $90/hour)	43,200
Staff (1,920 hours, $60/hour)	115,200
Outsourced Staff (5,040, $35/hour)	176,400
CRM software (23 accounts, $782.61/user/year)	18,000
CRM applications (15 accounts, $600/user/year)	9,000
Mobile Devices (25, $1,400/month)	35,000
Enterprise Digital Assistant (200, $1,000/unit)	200,000
Servers (19, $1,000/unit)	19,000
Server OS (19, $763.16/unit)	14,500
Switches (15/$466.67/unit)	7,000
WAP's (75, $200/unit)	15,000
Total Costs (applied in year 0)	652,300

Benefits

$/hour profit	15
Benefits from saving time	250,000
Benefits from increase in profits	100,000
Total annual projected benefits	350,015