



Cost of Downtime Calculator

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*Use this worksheet to determine how much your company loses during system
If you don't know the exact figures, just guess.*

Employee Productivity

Annual Revenue of your Company	\$	<input type="text"/>	(1)
Number of Employees:	#	<input type="text"/>	(2)
Calculate Average Revenue per Employee: <i>(Line 1) / (Line 2)</i>	\$	<input type="text"/>	(3)
Determine Total Hours per year, per Employee: <i>(e.g. 40 hours x 50 weeks = 2,000 hours)</i>		<input type="text"/>	(4)
Calculate Avg. Revenue per Employee/hour: <i>(Line 3) / (Line 4)</i>	\$	<input type="text"/>	/hr (5)

System Restoration Cost

Total Labor Hours required to replace lost data and restore system		<input type="text"/>	(6)
Per hour cost of Restoration Services:	\$	<input type="text"/>	(7)
Calculate Cost of Labor to restore system: <i>(Line 6) x (Line 7)</i>	\$	<input type="text"/>	(8)

Lost Employee Productivity Cost

Total Hours the system is down:		<input type="text"/>	(9)
% of employees (excluding systems staff) that are unproductive during downtime		<input type="text"/>	% (10)
Calculate Cost of Employee Downtime: <i>(Line 2) x (Line 5)] x (Line 9) x (Line 10)%</i>	\$	<input type="text"/>	(11)

Lost Sales Opportunity Cost

Number of Sales per year		<input type="text"/>	(12)
Estimated number of sales lost due to outage:		<input type="text"/>	(13)
Calculate Sales Opportunity Loss: <i>(Line 1) / (Line 12)] x (Line 13)</i>	\$	<input type="text"/>	(14)

Lost Customer and Damaged Reputation Cost

Total number of customers last year:		<input type="text"/>	(15)
Calculate Avg. Revenue per customer: <i>(Line 1) / (Line 15)</i>	\$	<input type="text"/>	(16)
Number of customers lost due to system failure:		<input type="text"/>	(17)
Calculate Customer and Reputation Cost: <i>(Line 16) x (Line 17)</i>	\$	<input type="text"/>	(18)
Calculate Total Cost of Network Downtime: <i>(Line 8) + (Line 11) + (Line 14) + (Line 18)</i>	\$	<input type="text"/>	