

PC Helps Support, LLC

Product Group Solution Summary

6/1/2008 through 6/30/2008

ABC Systems (ABCSYS-100)

Contact: Joe Smith

Solution Count: 433
Average Minutes: 7.54
Average Time Saved: 83.95
Average Dollars Saved: \$37.44
Total Dollars Saved: \$17,334.98

Adobe Acrobat

Solution Count: 2
Average Minutes: 13.95
Average Minutes Saved: 71.98
Average Dollars Saved: \$32.10

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Conversion	1	16.55	74.69	\$33.31
Document properties	1	11.36	69.26	\$30.89

Microsoft Excel

Solution Count: 25
Average Minutes: 6.53
Average Minutes Saved: 78.58
Average Dollars Saved: \$35.05

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Application interface	3	10.04	77.61	\$34.61
Cells, columns, rows - copy, paste, insert,	5	5.16	68.92	\$30.74
Charts	1	10.00	100.42	\$44.79
Data - filters, sorting	2	6.87	65.50	\$29.21
Formula - create, modify	1	2.15	100.33	\$44.75
Import / Export	2	7.98	68.82	\$30.69
Macros - security, name, run	2	6.30	70.95	\$31.65
Workbooks - open, save, manage, repair,	3	5.52	78.05	\$34.81
Worksheets / Workbooks - page setup, print,	5	5.24	94.25	\$42.03
Other	1	10.00	70.31	\$31.36

Microsoft Internet Explorer

Solution Count: 33
Average Minutes: 7.62
Average Minutes Saved: 69.28
Average Dollars Saved: \$30.90

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Address bar - enter URLs, navigate, web site	14	9.98	59.33	\$26.46

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Microsoft Internet Explorer

Solution Count: 33
Average Minutes: 7.62
Average Minutes Saved: 69.28
Average Dollars Saved: \$30.90

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Application interface	6	4.46	94.06	\$41.95
Internet Options - advanced options, Java,	3	6.12	81.23	\$36.23
Internet Options - delete files or cookies,	8	7.28	59.35	\$26.47
Internet Options - program default	1	4.03	92.85	\$41.41
Internet Options - security, privacy	1	4.19	79.83	\$35.60

Microsoft Office

Solution Count: 2
Average Minutes: 6.81
Average Minutes Saved: 50.74
Average Dollars Saved: \$22.63

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Detect and Repair	2	6.81	50.74	\$22.63

Microsoft Outlook

Solution Count: 269
Average Minutes: 7.57
Average Minutes Saved: 89.06
Average Dollars Saved: \$39.72

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Address lists / Distribution lists	14	8.84	92.92	\$41.44
Application interface	35	7.09	87.96	\$39.23
Calendars - Appointments, Events, Meetings,	22	8.03	92.51	\$41.26
Connections / Account configuration	10	10.08	82.02	\$36.58
Contacts - create, edit, delete, move	9	10.09	83.21	\$37.11
Email - open, create, edit, reply, send, print	52	7.35	87.74	\$39.13
Folders - Personal folders	3	8.49	94.87	\$42.31
Folders - Public folders	1	9.27	91.94	\$41.01
Forms - use, create, modify, etc.	1	4.16	90.16	\$40.21
Import / Export / Archive	11	9.22	64.48	\$28.76
Inbox / Mailbox	17	6.45	76.53	\$34.13
Macros, Script - security, name, run	1	9.71	85.40	\$38.09
Out of Office Assistant	6	5.47	120.26	\$53.63
Passwords / Log-ins	12	8.45	99.54	\$44.40
Permissions / Delegation	11	7.92	97.76	\$43.60
Profiles / Accounts	17	7.89	86.50	\$38.58
Rules	6	6.39	85.75	\$38.25
Signature	4	5.79	89.32	\$39.84

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Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Synchronize / Work offline	4	6.27	92.23	\$41.13
Tasks	2	4.23	118.94	\$53.05
Views	16	4.65	91.42	\$40.77
Other	15	8.59	96.31	\$42.95

Microsoft PowerPoint

Solution Count: 1
Average Minutes: 4.64
Average Minutes Saved: 73.92
Average Dollars Saved: \$32.97

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Insert / edit objects	1	4.64	73.92	\$32.97

Microsoft Publisher

Solution Count: 1
Average Minutes: 16.55
Average Minutes Saved: 60.07
Average Dollars Saved: \$26.79

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Graphics - add, edit, insert	1	16.55	60.07	\$26.79

Microsoft VBA

Solution Count: 2
Average Minutes: 4.67
Average Minutes Saved: 81.07
Average Dollars Saved: \$36.16

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Language / Library - VBA commands,	1	4.67	79.94	\$35.65
Object model - objects, properties, methods,	1	4.67	82.20	\$36.66

Microsoft Visio

Solution Count: 4
Average Minutes: 3.70
Average Minutes Saved: 67.02
Average Dollars Saved: \$29.89

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Drawings - Flow Charts, Organization Charts,	1	1.92	78.49	\$35.01

Product Group Solution Summary

Microsoft Visio

Solution Count: 4
Average Minutes: 3.70
Average Minutes Saved: 67.02
Average Dollars Saved: \$29.89

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Stencils - Working with Stencils, Working with	2	1.92	65.56	\$29.24
Tools - Text tools, Drawing Tools	1	9.03	58.46	\$26.07

Microsoft Windows

Solution Count: 69
Average Minutes: 8.73
Average Minutes Saved: 71.26
Average Dollars Saved: \$31.78

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Add/Remove programs	1	22.01	43.99	\$19.62
Boot-up / Restart	18	8.24	65.15	\$29.05
Desktop / Start menu	4	9.37	66.30	\$29.57
Display, Monitor	2	7.15	86.08	\$38.39
Explorer	3	5.95	73.08	\$32.60
Fonts	1	16.55	62.61	\$27.92
Mail	10	9.92	73.23	\$32.66
Passwords / Log-ins	4	8.16	87.18	\$38.88
Printers and Faxes	3	4.79	90.81	\$40.50
Registry issues	1	4.67	67.64	\$30.17
Run command / Command prompt	4	4.68	74.48	\$33.22
Run command / Command prompt / script	2	13.23	58.23	\$25.97
Task Manager	2	5.72	66.21	\$29.53
Windows Explorer	12	9.51	73.89	\$32.95
Other	2	12.18	63.09	\$28.14

Microsoft Word

Solution Count: 25
Average Minutes: 4.08
Average Minutes Saved: 82.53
Average Dollars Saved: \$36.81

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Application interface	8	3.14	80.03	\$35.69
Document - open, save, manage, repair,	2	5.36	79.11	\$35.28
Fields, controls, forms	8	4.72	83.47	\$37.23
Spell check / Language tools	1	3.00	103.30	\$46.07
Tables - select, configure, modify	1	4.72	81.16	\$36.20
Templates - use, create, modify	1	3.13	64.71	\$28.86
Track Changes - accept, reject, turn on / off	2	3.27	97.68	\$43.57

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Microsoft Word

Solution Count: 25
Average Minutes: 4.08
Average Minutes Saved: 82.53
Average Dollars Saved: \$36.81

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
View layout - normal, print, outline, web, Other	1	3.50	76.22	\$34.00
Other	1	7.49	76.38	\$34.06

Novell GroupWise

Solution Count: 21
Average Minutes: 8.67
Average Minutes Saved: 106.6
Average Dollars Saved: \$47.56

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Address Book	8	8.48	106.87	\$47.66
Archiving	3	6.93	108.42	\$48.36
Calendar	1	18.68	96.67	\$43.12
Folders	1	3.09	112.26	\$50.07
Mail	4	9.48	105.88	\$47.22
Passwords	1	11.16	104.19	\$46.47
Sending mail	1	7.81	107.54	\$47.96
Views	1	6.80	108.55	\$48.41
Other	1	7.97	106.59	\$47.54

PCH Utilities / Services

Solution Count: 1
Average Minutes: 4.20
Average Minutes Saved: 75.30
Average Dollars Saved: \$33.58

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
PC Helps info	1	4.20	75.30	\$33.58

Research In Motion Blackberry OS

Solution Count: 2
Average Minutes: 11.36
Average Minutes Saved: 40.17
Average Dollars Saved: \$17.92

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Configuring device settings	1	6.58	39.67	\$17.69
Desktop Manager	1	16.15	40.67	\$18.14

Product Group Solution Summary

Web Development

Solution Count: 1
Average Minutes: 7.49
Average Minutes Saved: 60.85
Average Dollars Saved: \$27.14

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
HTML Tags / Elements	1	7.49	60.85	\$27.14

Other application

Solution Count: 5
Average Minutes: 6.67
Average Minutes Saved: 83.08
Average Dollars Saved: \$37.05

Category	Solution Count	Avg Minutes	Avg Time Saved	Avg \$ Saved ¹
Citrix, Metaframe, or Terminal server issues	1	8.15	71.35	\$31.82
Hardware order or problem	2	10.12	86.67	\$38.65
Printer issues	1	2.50	77.00	\$34.34
Other	1	2.48	93.72	\$41.80

Misdirected/Escalate

Count: 9

Category	Count
Account / Password - lock out, reset, setup	1
Desk side support	1
File recovery	1
Hardware order or problem	1
IHD Ticket / Issue	1
Install software	1
Misdialed / wrong number	2
Network connectivity / Logins	1

¹ Source: Bureau of Labor Statistics, Employer Costs for Employee Compensation, March 2008.