

# SysAid: ROI

What Real Users Think of SysAid's ROI



**Uday M.**  
CIO at Jewish Board of Family  
and Children's Services



“We saw our investment back at the end of year one. Return on investment really needs to be around process efficiency or user experience and satisfaction. If I look at what I do and what other support departments do for the rest of our agency from a process efficiency, user experience, and satisfaction standpoint, then there is no comparable alternative.”

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**Nick B.**  
Project Manager  
at Ark Data Centres Limited



“Previously we had people who were literally copying and pasting ticket information from one bit to another. They would have had some bits on spreadsheets, they had some bits just in an email... If I look at how everyone worked previously, we are saving probably an hour or two a day. Including everyone in our company, we've saved around 16,000 pounds. So you'll really quickly get it back.”

“It is like data between systems, rather than it being manually copied and pasted or emailed around. It saves days of people's time. On a monthly basis, we definitely save a whole day of people's time. I'd say, three to four days a month minimum of someone's time, maybe more. It's a big improvement.”

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**Cheryl S.**  
Director of IT Support Services at University  
of Michigan School of Business



“The flexibility to be able to change things and do things, from my end, in a quick manner, is a cost savings. Overall the administrative side does save you costs in terms of resources and time. And the fact that you don't have to buy other tools to supplement what you may want to do — you don't have to buy a new Knowledge Base because that's in there already — is definitely a cost savings from an IT perspective.”

“The reporting automation is definitely a time-saver because I can set things to run and then I don't have to worry about them unless I need to change a parameter of a report.”

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