

Ticket Economics Audit

Uncover the Hidden Cost of IT Disruption



Most enterprises track



But very few can answer
What is the actual business cost of IT incidents?

The Reality

In large enterprises

- 25–35% of IT tickets result in stop-work situations
- A significant portion impacts multiple users or teams
- The cost of downtime is rarely measured financially

What This Means

If your organization handles **3,000–7,000 tickets/month**

You could be facing **₹3–10 crore annual productivity loss**

Without visibility, this cost

- Does not appear in IT reporting
- Does not reflect in financial planning
- Continues to scale silently

Key Insight IT tickets are not an operational metric. They are a financial signal.

What the Ticket Economics Audit Covers?

We analyze your environment across 4 dimensions:

Incident Impact Analysis

- % of stop-work tickets
- Average downtime per incident
- Multi-user impact estimation

Financial Mapping

- Cost per incident
- Monthly and annual productivity loss
- Business impact by function (IT, Ops, Revenue teams)

Pattern Identification

- Repeat incidents
- Systemic failure points
- High-friction environments (VDI, endpoint, access, infra)

Decision Latency Assessment

- Time to identify the root cause
- Escalation patterns
- Opportunities for faster intervention

What You Get?

- ✓ A quantified view of IT-driven productivity loss
- ✓ Identification of high-impact recurring issues
- ✓ A clear baseline for cost reduction
- ✓ A roadmap to move from ticket-driven to intelligence-driven operations

Why This Matters Now?

As enterprises scale

- Hybrid work
- AI-driven workflows
- Distributed operations

Ticket volumes will increase, not decrease

Most organizations lack the visibility to measure this internally.

A Ticket Economics Audit is the first step toward reducing IT-driven business disruption.

Get your Ticket Economics Audit Report.