How to Calculate Your Potential ROI

Let's Get Started!

This guide walks you through Interplay's calculator inputs and helps you complete the ROI questions.

For more assistance, read our [ROI eBook](#) which shares examples of companies like yours that have achieved impressive business outcomes by investing in Interplay.

Tailor the Results

We've pre-populated the answers based on our expertise and average industry costs, but there are some questions we may need your help to get right. If you have your own numbers for any of the pre-populated fields, please adjust those to customize the results for your organization. If there are sections that are not applicable to your business, enter "0" in those fields.

Year 1 and Year 2

This calculator estimates your ROI over a 2-year period. Because many customers experience continued savings and improved efficiency in the second year of their program, we're giving you the option to adjust your numbers for year 2. With continuous training, you may be able to:

- Send techs to fewer in-person classes in the second year
- Improve your employee retention rates year over year
- Accelerate your ramp time

As such, you may want to adjust your inputs by estimating additional benefits in year two. If you're unsure about the potential impact in Year 2, keep the numbers the same for both years. Reduction in Classroom

Training Costs

In addition to the cost of classroom training, you may also pay travel expenses for the technicians you're sending. There's also revenue loss from having to cover those technicians while they are off the job.

To complete this section, simply enter:

- The number of off-site classroom training sessions you can reduce by using Interplay's digital training courses
- The cost of the classroom training session ($1,470* per tech, on average)
- Revenue loss while techs are in training. On average, a typical service technician can work 3 jobs per day, earning $300 in service revenue per job, which equates to $900 in revenue per day. If a tech is out for 3 days, the revenue loss would be $2,700. [1]
- Travel costs. Typical travel expenses amount to approximately $200 per day for hotel and food expenses and anywhere from $300-$400 for airfare (e.g., approximately $1,000 for 3 days).

If you do not send techs to classroom training, enter "0" in all fields.

Reduction in Classroom Training Costs

Reduction in Classroom Training Costs	Year 1	Year 2
Reduction in Classroom Training per Year	1	2
Cost Per Classroom Training per Technician	$ 1478	$ 1478
Revenue Lost Due to Classroom Training per Technician	$ 2700	$ 2700
Travel Costs for Classroom Training per Technician	$ 1000	$ 1000

Classroom costs are calculated based on the average prices of nationwide collegiate and technical school tuition, industry training expert courses, electrical seminars, and industry-known online training organizations.

Callback Reduction

According to a survey conducted by the Service Roundtable, a callback can cost an HVAC contractor between $200 and $500 per occurrence. On average, Interplay customers report a 7-18% reduction in callbacks. You can use these numbers or your own data to estimate how many callbacks your company can eliminate using Interplay's training.

Reduction in Callbacks	Year 1	Year 2
Reduction in Callbacks per Tech per Year	2	3
Cost per Callback	$ 300	$ 300

Improvement in Technician Retention and Service Manager Retention

The Center for American Progress estimates that the cost of replacing an employee earning less than $50,000 per year can be up to 20% of the employee's annual salary.

We prepopulated this section based on data from the Center for American Progress and conservatively estimated a one percent improvement in turnover (see image below). However, some customers like Mid-Florida Heating and Air have reduced their technician turnover rate by as much as 8%.

Make adjustments to our numbers as needed in these sections, updating them with your own salary data, turnover costs and turnover improvement rate.

Ramp Time Improvement

Most HVAC companies expect entry-level technicians to become profitable (or ramped) within the first 6-12 months of employment. 79% of Interplay customers accelerated the time it takes to get new technicians up to speed, saving 4 months on average. Accelerating ramp times can get techs profitable faster and put more money on the table for your business.

We estimate that a field-ready, entry-level technician with adequate training should be able to complete an average of three service and maintenance tickets daily, with an average ticket of $300 (or $900 per tech per day).

The calculator fields are populated using these averages, but you can customize them to match your own program timelines and service revenues.

Technician Retention

Improvement in Technician Retention	Year 1	Year 2
% Turnover Improvement with Interplay	1.0 %	2.0 %
Average Tech Yearly Salary	$ 50,000	$ 50,000
Cost to Replace Tech (as % of salary)	20.0 %	20.0 %

Get Your Results!

Once you've entered your information, click "continue" to receive your results and download a PDF version of the report.

Sample Report

Total Value Created - Per Location

	Year 1	Year 2	Total
Reduction in In-House Classroom Training Costs	$371,000	$371,000	$742,000
Reduction in Callbacks	$150,000	$75,000	$225,000
Improved Technician Retention	$24,701	$24,701	$49,402
Improved Service Manager Retention	$330	$330	$660
Improved Ramp Time	$18,000	$22,500	$40,500
Total	$564,031	$493,531	$1,057,562

Total Value Created - Per Learner

	Year 1	Year 2	Total
Reduction in In-House Classroom Training Costs	$1,484	$1,484	$2,968
Reduction in Callbacks	$600	$300	$900
Improved Technician Retention	$99	$99	$198
Improved Service Manager Retention	$2	$2	$4
Improved Ramp Time	$72	$90	$162
Total	$2,257	$1,957	$4,232

ROI

	Year 1	Year 2	Overall
ROI	5.7x	4.99x	$5.34x

Value Created and ROI (over two years)

	Total Cost	Total Value Created	Net Value Created
Per Learner over Two Years	$792	$4,232	$3,440
Per Location over Two Years	$66,000	$352,520,667	$286,520,667
Two-Year Total	$198,000	$1,057,562	$859,562
Annual Total	$99,000	$528,781	$429,781

Return on Investment	**5.34X**

Contact Interplay Learning for more information:
sales@interplaylearning.com