Cost-Benefit Analysis Worksheet

Company Name:

ABC Tech Solutions

Project Name or Decision:

Implementation of New Customer Relationship Management (CRM) System

Project Description:

To purchase and implement a new CRM system for better customer data tracking and improved sales processes.

COSTS

Description	One-Time Costs ($)	Recurring Costs ($/year)	Notes
Software Licensing	10,000	2,000	License for 20 users
Installation & Setup	3,000		
Training	2,000		Training for employees
Maintenance & Support		1,000	Annual maintenance
TOTAL COSTS	One-Time: $15,000	Recurring: $3,000/year	

BENEFITS

Description	One-Time Benefits ($)	Recurring Benefits ($/year)	Notes
Improved Sales		10,000	Increased efficiency in sales
Better Customer Retention		5,000	Through improved customer service
Time Savings		2,000	
Reduced Data Errors	1,000		
TOTAL BENEFITS	One-Time: $1,000	Recurring: $17,000/year	

Net Benefits

	One-Time ($)	Recurring ($/year)
Total Costs	$15,000	$3,000/year
Total Benefits	$1,000	$17,000/year
Net Benefit/Cost	-$14,000	$14,000/year

Additional Notes:

One-time costs are high but can be amortized over several years.

Recurring benefits exceed recurring costs significantly, offering a compelling ROI.