



Return on Investment Study
Montgomery County Teachers FCU
 Rockville, MD
 \$330 million in assets
 130 employees



Implementation: **Employee intranet**
 Implementation Date: **Jan 2004**

SilverCloud Usage	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Totals
New Questions Asked	8	11	12	2	0	0	4	2	5	2	46
Auto-answered Questions	1258	1223	1122	987	874	980	1119	1516	1069	1293	11,441
Decision Tree Views	54	71	53	32	36	36	69	79	54	64	548
Document Views	357	388	387	333	344	362	386	444	353	447	3,801
Auto-answered Percentage	99.36%	99.10%	98.94%	99.79%	100.00%	100.00%	99.96%	99.86%	99.54%	99.54%	99.61%
Total Volume of Q&As	1677	1693	1574	1354	1254	1378	1578	2041	1481	1806	15836
Savings*	\$ 13,352	\$ 13,456	\$ 12,496	\$ 10,816	\$ 10,032	\$ 11,024	\$ 12,592	\$ 16,312	\$ 11,808	\$ 14,432	\$ 126,320

* Savings calculated at \$8.00 of cost per employee question

