

Business case: service intake

NORTHWIND / INVESTMENT REVIEW / ILLUSTRATIVE ESTIMATE

Decide whether a shared intake form is worth a six-week pilot. The baseline is 240 requests per month; every amount below is an estimate.

Compare the options

Option	One-off cost	Monthly saving	Trade-off
Keep current queues	EUR 0	EUR 0	Manual triage continues
Improve the existing form	EUR 4,800	EUR 700	Limited reporting
Build a shared intake	EUR 9,600	EUR 1,200	Needs an owning team

Recommendation and sensitivity

Pilot the existing-form improvement first. At the estimated saving, simple payback is about seven months; at half the saving it is about fourteen. This excludes tax, financing and ongoing support cost.

Next actions

- Finance: replace estimates with a full cost model.
- Operations: measure triage time before and during the pilot.
- Sponsor: review results before committing to a wider rollout.