Customers effectively began to systematically replace more expensive BPM and business rules offerings with Red Hat and gained both performance and cost benefits as a result. The ROI was strongly positive, and despite the need to extend RHPAM, the payback was 10 months on average for the customers interviewed. These customers were from very large enterprises skilled in Java development.

**Key Results**

- **Platform Cost**: 69% less expensive per year
- **3-year ROI**: 556%
- **Payback period**: 10 months

**Customer Quote**: "The low cost of ownership is a big advantage for us with Red Hat Process Automation Manager. Because of the lower cost, we’re able to expand it to a larger user base."

**Productivity and Downtime Impact**

- 33% More business process changes per year
- 7% More productive developers
- 26% Less time to carry out each change/feature
- 2.8% Improved business productivity

**Average Annual Benefits per 100 users**

- Business productivity benefits: $182,999
- Risk mitigation — user productivity benefits: $53,602
- IT infrastructure cost reductions: $11,022
- IT staff productivity benefits: $6,489

**Customer Quote**: "The quality of applications has been better with Red Hat Process Automation Manager based on user feedback. We’re getting to the market a lot quicker and can collaborate more with our end users and business owners. That gives everyone the feeling that their ideas matter."

**Business and Performance Benefits**

- Average annual benefits per 100 users: $254,113
- Value of higher productivity per year: $3.7 million
- Less unplanned downtime: 62%