

There is far more to the cost of a personal computer than its initial purchase cost. In fact, the purchase cost of the PC usually represents only a small fraction of the total cost of using and supporting the PC over its lifetime. Consulting firms typically calculate PC ownership, depending on the environment, as costing anywhere from \$8,000 to \$12,000 per year. Costs arise from categories like user wasted time, software, peer support, training and technical support. Industry standards indicate that the ratio of one full-time technical support person is required for every 50 PCs.