

TOTAL ECONOMIC IMPACT

The Total Economic Impact™ Of Sinequa by Argonos AI-Powered Search

Cost Savings And Business Benefits Enabled By Sinequa by Argonos

A FORRESTER TOTAL ECONOMIC IMPACT STUDY COMMISSIONED BY ARGONOS, JUNE 2026

The Forrester logo is displayed in white, serif, all-caps font within a black rectangular box. The box is positioned on the left side of a large, abstract graphic that features flowing, organic shapes in various shades of green and teal, set against a black background.

Table Of Contents

Executive Summary

The Sinequa Customer Journey

Analysis Of Benefits

Analysis Of Costs

Financial Summary

TEI Framework And Methodology

Appendixes

Executive Summary

Organizations increasingly need to find, validate, and reuse critical knowledge across many systems and formats to support compliance obligations, operational continuity, and time-sensitive decisions. When knowledge is fragmented across multiple repositories and tools, teams spend significant time searching, revalidating information, and repeating work, which slows decision cycles and increases reliance on manual processes. The findings in this study show how Argonos' enterprise knowledge platform can reduce these inefficiencies by making information discoverable, permissioned, and reusable across multiple functions and user groups.

Argonos commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying Sinequa.¹ The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of Sinequa on their organizations.

299%

Return on investment (ROI)

\$22.4M

Net present value (NPV)

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed five decision-makers with experience using Sinequa. For the purposes of this study, Forrester aggregated the experiences of the interviewees and combined the results into a single composite organization — a global, multibusiness enterprise operating across EMEA, APAC, and North America with \$20 billion in revenue and 40,000 employees.

Interviewees said that prior to using Sinequa, their organizations relied on siloed repositories and department-level tools to find and validate knowledge, which limited visibility across systems and formats and created inconsistent search experiences. These limitations led to slow decision cycles, duplicated work, and manual compliance and audit activities that were difficult to execute at scale efficiently, particularly when assembling and validating information under time constraints.

After the investment in Sinequa, interviewees said their organizations improved how multiple user groups accessed and reused enterprise knowledge through a unified, permissioned search layer and AI-assisted retrieval. Key results from the investment include reduced external contractor effort for large-scale documentation reviews; improved search productivity for technical knowledge workers; more efficient recurring operational compliance reviews; reduced duplicated effort for customer support teams through reuse of prior resolutions; reduced incremental application development effort through reuse of connectors and indexed content; and improved consolidation of fragmented knowledge tools over time.

Key Findings

Quantified benefits. Three-year, risk-adjusted present value (PV) quantified benefits for the composite organization include:

- **Improved document review rate by 313% from AI-enabled automated processes, resulting in reduced external labor costs.** Sinequa reduces the composite's external contractor effort required to complete large-scale documentation review by ingesting and indexing high volumes of content and enabling its reviewers to locate and validate evidence through a searchable knowledge layer rather than manually handling documents. As more sources are indexed and a larger share of reviews is routed through the platform over three years, the composite avoids \$16.5 million in present value labor costs.
- **Improved search productivity by 20%.** Sinequa improves productivity for the composite's technical knowledge workers by enabling faster discovery of relevant information across fragmented enterprise systems, reducing time spent searching, consolidating, and validating information to complete daily tasks and decisions. Adoption expands across the technical user

base and indexed coverage increases over three years, making these productivity gains worth \$10.8 million in present value to the composite organization.

- **Time saved on recurring operational compliance reviews worth \$824,000.** Sinequa reduces time spent by the composite's operations and production management users on recurring operational compliance review preparation by making approved policies, procedures, and supporting evidence searchable while maintaining permission-based access and traceability. The number of operational sites in scope increases over three years, making these efficiencies worth \$824,000 in present value to the composite organization.
- **Avoided duplication of work for customer support teams.** Sinequa reduces duplicated effort for the composite's customer support users by making historical cases and technical documentation searchable in one place, enabling faster reuse of prior resolutions during case triage and handling. This use case activates after the composite onboards sufficient support content over three years, making these efficiencies worth \$193,000 in present value to the composite organization.
- **Reduced development effort from reusable integrations.** Sinequa reduces incremental development effort for the composite's centralized administration and IT teams by enabling the reuse of existing connectors and a single indexing layer across new applications, shortening development cycles for additional search-enabled use cases. Over three years, this avoided effort is worth \$161,000 in present value to the composite organization.
- **Consolidated knowledge access fragmentation.** Sinequa consolidates the composite's access to enterprise knowledge through a centralized index that reduces reliance on redundant knowledge tools and overlapping access mechanisms while preserving access to underlying content across systems. Consolidation progresses over three years, making this benefit worth \$1.3 million in present value to the composite.

Unquantified benefits. Benefits that provide value for the composite organization but are not quantified for this study include:

- **Improved employee confidence and satisfaction.** Sinequa improves employee confidence by consistently returning more relevant results across fragmented systems, reducing the frustration of unsuccessful searching and helping users trust the platform for daily work.
- **Improved culture regarding risk and use of data.** Sinequa helps strengthen data hygiene and risk awareness by indexing content across systems while enforcing security controls, which makes information easier to find and surfaces data quality and governance gaps.
- **Established foundation for agentic workflows.** Sinequa provides a trusted, indexed knowledge foundation that enables the composite to explore more advanced, agent-based workflows over time, including domain-specific assistants that retrieve and use governed internal information rather than relying on generic AI responses. As semantic and neural search improve the availability and accessibility of enterprise content, the composite can extend AI-enabled experiences incrementally, especially as use cases mature.
- **Established foundation for multiple, scalable use cases throughout the organization.** Sinequa enables the composite to reuse a single knowledge layer across functions and user groups once content is indexed and governed, allowing the composite to add new applications and workflows without rebuilding the platform foundation. As more sources are indexed, the composite can expand use cases across different teams and priorities, compounding the value over time.
- **Optimized adoption from the ability to prioritize and sequence use cases.** The composite can choose which use cases to implement first and in what order, allowing teams to align rollouts to business priorities, content source readiness, and change management pacing. This flexibility enables the composite to tailor its adoption journey and extend the platform as confidence and coverage increase.

Costs. Three-year, risk-adjusted PV costs for the composite organization include:

- **Initial migration and implementation costs of \$1.0 million in PV over three years.** The composite incurs upfront costs to stand up the platform foundation, configure and validate integrations to initial content sources, align security and access controls, and complete initial indexing so the first use case can go live. This cost is front-loaded and supports establishing a stable baseline that subsequent use cases can reuse as the platform scales.
- **Ongoing platform costs of \$5.8 million in PV over three years.** The composite's platform costs increase as the number of indexed documents grows (from 10 million to 30 million) and as adoption expands (from 7,500 to 15,000 users). These costs reflect the ongoing licensing and the compute and storage required to keep search and retrieval fast and reliable as it adds more sources and use cases.
- **Internal platform management efforts of \$715,000 in PV over three years.** The composite maintains a small, predictable internal IT effort to administer and support the platform across development and production environments, including application-specific development, performance monitoring, indexing and connector change management, and update coordination as it onboards new sources and use cases. This ongoing internal effort sustains adoption and quality as usage expands beyond the initial deployment.

The financial analysis that is based on the interviews found that a composite organization experiences benefits of \$29.9 million over three years versus costs of \$7.5 million, adding up to a net present value (NPV) of \$22.4 million and an ROI of 299%.

"The value is accuracy, relevance, and having a 360-degree view instead of siloed search."

Group director — AI and data science, transport and mobility

Key Statistics

299%

Return on investment (ROI)

\$29.9M

Benefits PV

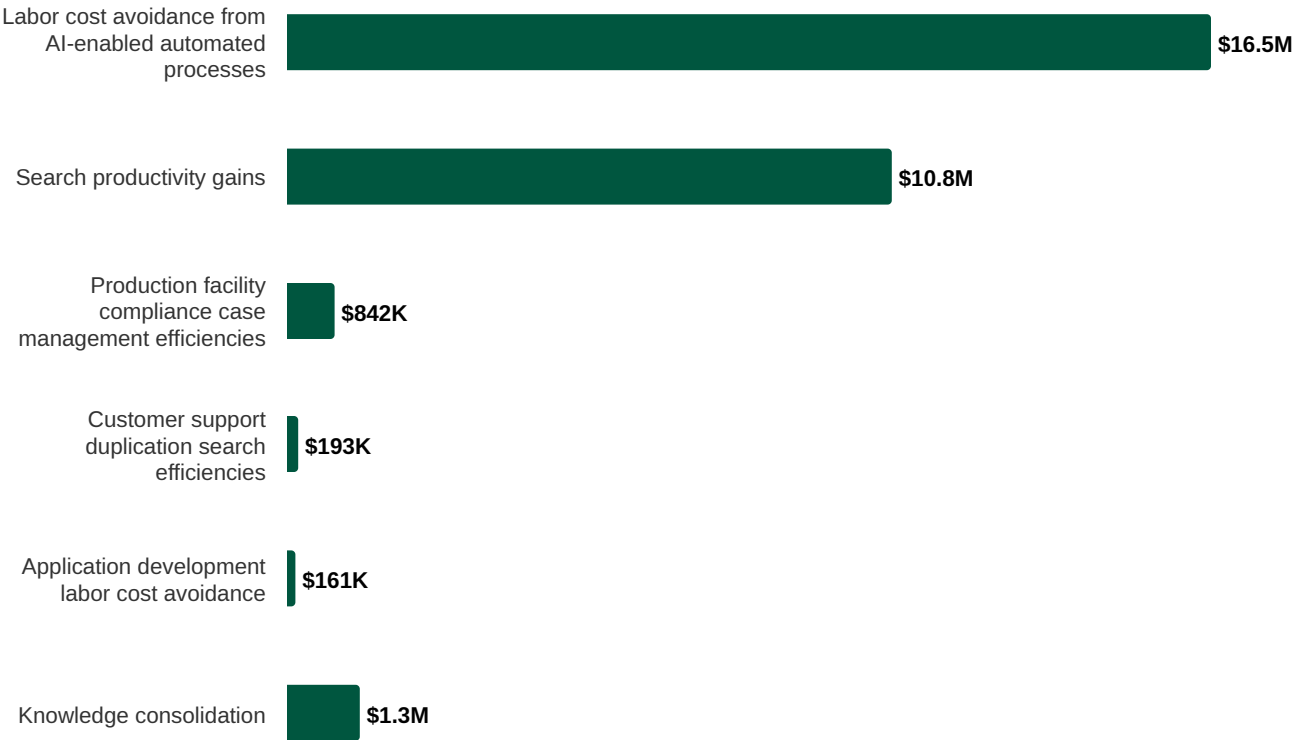
\$22.4M

Net present value (NPV)

<6 months

Payback

Benefits (Three-Year)



The Sinequa Customer Journey

Drivers leading to the Sinequa investment

Interviews			
Role	Industry	Region	Revenue (USD)
Senior digital expert — cognitive search	Chemicals	Europe	\$67.0B
Principal technical architect — AI systems	Manufacturing	North America	\$33.0B
Senior VP, head of R&D	Life sciences	Asia Pacific	\$30.0B
Group director — AI and data science	Transport and mobility	Europe	\$20.0B
Business architect — technical support	Aerospace and defense	Europe	\$10.6B

Key Challenges

Interviewees said that prior to investing in Sinequa, the primary challenge for their organizations was searching for and validating critical technical knowledge across fragmented systems. There was a strong appetite to move away from siloed, manual knowledge retrieval to repeatable, enterprisewide knowledge discovery and reuse. Some of the interviewees' organizations had knowledge management or enterprise search efforts in place along with standardized processes and tools to manage certain repositories, but these efforts were often limited to specific platforms (e.g., shared collaborative content management systems) and did not scale across the full application portfolio. One of the interviewees' organizations was less mature in technical knowledge search and they described how expertise was largely tacit knowledge or stored in local files, making it difficult or impossible to find some information.

This setup made it hard to respond effectively to rapidly changing compliance and safety requirements and growing interest in genAI. As a result, organizations prioritized investing in technology, people, and processes to connect enterprise knowledge with the Sinequa implementation. It was important to manage this challenge, particularly for organizations with large operating footprints, regulated production environments, and/or distributed global teams.

Interviewees noted how their organizations struggled with common challenges, including:

- Limited knowledge visibility across systems and formats.** Interviewees shared that their organizations' knowledge spanned many systems and document types, which made it hard for users to know where to search and for teams to establish a single source of truth. Critical content such as documents, drawings, technical reports, tickets, and archived records lived across dozens of tools, and users often had to search by document identification numbers or tags (IDs) or rely on local context to find relevant documents and content. In research and medical environments, teams faced similarly fragmented search experiences across shared collaborative content management systems-based repositories, email inboxes, and specialized tools, limiting discoverability and institutional knowledge reusability. Without broad visibility, users lost time searching and risked missing prior work, especially when staff turnover removed the informal "who to ask" pathway.
- Reactive, manual compliance and audit work under time constraints.** Prior to the Sinequa investment, interviewees described how compliance and audit-type work often required significant manual effort to find, extract, and validate the necessary information from large volumes of documentation. In some cases, teams relied on contractors or ad hoc internal staffing to complete analyses that could not be done quickly at scale. Additionally, it was difficult to efficiently repeat the gathering of content and documents for assessment because of dispersed or unavailable inputs. Interviewees emphasized

that the problem was not only finding information once but also being able to conduct recurring reviews while maintaining traceability and access control without starting from scratch each time.

- **Duplicated work and slow decision cycles in technical workflows.** Interviewees noted that when historical decisions, experiments, requirements, or component records were hard to find, teams repeated work or pursued prior teams' previously abandoned approaches. In R&D settings, interviewees highlighted the risk of reinvestigating dead ends because historical records were not easy to search, particularly after organizational turnover. In manufacturing settings, interviewees described duplicated work such as recreating common parts or maintaining legacy requirements because teams could not easily trace why a requirement existed or confirm whether a component already existed elsewhere.
- **Increased pressure to enable AI safely with enterprise context.** Interviewees described a surge in interest in applying AI to enterprise knowledge; at the same time, they also highlighted that AI tools are only useful if teams can access trusted, relevant context rather than operating as generic chat tools. In technical and other environments, accuracy and traceability matter as much as speed, and interviewees expressed concern about hallucinations or incorrect answers when tools were not grounded in their organization's enterprise knowledge. Some organizations resorted to manual workarounds such as uploading documents into AI tools because they lacked native context, creating additional effort and inconsistent outcomes. As a result, interviewees viewed the lack of connected enterprise context as a barrier to scaling AI value, especially across large knowledge worker populations.
- **High ongoing effort to maintain siloed tools and preserve historical access.** Interviewees described environments where they maintained legacy applications and point solutions primarily because they contained valuable historical data, even when only a small number of users still relied on them. In practice, teams kept user interfaces (UIs) and supporting infrastructure alive to preserve access, which created ongoing costs and operational complexity. Interviewees also said that, though desirable, it was hard to consolidate without a viable alternative that could preserve access to underlying data and enforce permissions, leading to fragmented knowledge and additional legacy tool costs.

"We had disconnected systems. We had documents, engineering drawings, technical reports, all these different artifacts of knowledge in many different systems."

Principal technical architect — AI systems, manufacturing

Composite Organization

Based on the interviews, Forrester constructed a TEI framework, a composite company, and an ROI analysis that illustrates the areas financially affected. The composite organization is representative of the interviewees' organizations, and it is used to present the aggregate financial analysis in the next section. The composite organization has the following characteristics:

- **Description of composite.** The composite organization is a global, multibusiness enterprise operating across EMEA, APAC, and North America with \$20 billion in annual revenue and 40,000 employees. It operates across multiple functions, and its teams frequently rely on a mix of technical, regulatory, commercial, and research knowledge in the form of multiple formats such as reports, drawings, video, and audio, all distributed across multiple enterprise systems.
- **Deployment characteristics.** The organization initially deploys Sinequa to support a specific use case, then progressively rolls out other use cases as access to documents through the platform becomes more readily available, providing a foundation for ongoing AI intelligence and integrations. It deploys each use case to a distinct user group within the organization, and so different populations realize the benefits. The different use cases and the timing of their roll out is as follows:

- **Year 1 (primary use case).** The organization prioritizes a regulatory/compliance-driven documentation review use case because it is high volume, time sensitive, and most dependent on rapid access to validated documentation. This use case therefore drives the majority of indexed content in the initial rollout, and early platform onboarding focuses on the systems and repositories required to support these review workflows.
- **Year 1 onward (secondary use case).** In parallel with the primary compliance automation effort, the organization enables Sinequa search for technical knowledge workers to reduce time spent searching across fragmented systems and to improve access to historical technical knowledge and decisions as content coverage expands.
- **Year 1 onward (secondary use case with phased scale-up).** The organization extends Sinequa to operations and production management users to support recurring operational compliance response events. The number of production sites in scope increases progressively as additional site repositories, rules/procedures, and supporting evidence sources are indexed and validated.
- **Year 1 onward (secondary enabling use case).** As the platform foundation and connectors are established, centralized administration and IT users reuse the same indexing and integration layer to support additional applications and workflows, reducing incremental development effort required to stand up new search-enabled use cases.
- **Year 1 onward (secondary enabling use case).** As adoption expands, the organization begins consolidating fragmented knowledge access and reducing reliance on redundant legacy tools by using Sinequa as a common retrieval layer, enabling gradual consolidation of legacy or overlapping solutions while preserving access to underlying content.
- **Year 2 onward (secondary use case).** Once sufficient relevant content (e.g., historical cases, technical documentation, knowledge articles) is indexed and usable, the organization rolls out the solution to technical customer support users, enabling faster reuse of prior resolutions and reducing duplicated search effort during case handling. This benefit is intentionally modeled as a distinct user population from the technical knowledge worker base.

KEY ASSUMPTIONS

- \$20B revenue
- 40,000 employees
- Global presence across EMEA, APAC, and North America
- Operations across 60 sites
- 15,000 Sinequa users

Analysis Of Benefits

Quantified benefit data as applied to the composite

Total Benefits						
Ref.	Benefit	Year 1	Year 2	Year 3	Total	Present Value
Atr	Labor cost avoidance from AI-enabled automated processes	\$1,905,890	\$6,352,968	\$12,705,936	\$20,964,794	\$16,529,172
Btr	Search productivity gains	\$1,548,288	\$3,870,720	\$8,257,536	\$13,676,544	\$10,810,486
Ctr	Production facility compliance case management efficiencies	\$128,928	\$386,784	\$515,712	\$1,031,424	\$824,326
Dtr	Customer support duplication search efficiencies	\$0	\$106,272	\$139,482	\$245,754	\$192,623
Etr	Application development labor cost avoidance	\$64,600	\$64,600	\$64,600	\$193,800	\$160,651
Ftr	Knowledge consolidation	\$365,218	\$547,827	\$730,436	\$1,643,481	\$1,333,553
Total benefits (risk-adjusted)		\$4,012,924	\$11,329,171	\$22,413,702	\$37,755,797	\$29,850,811

Labor Cost Avoidance From AI-Enabled Automated Processes

Evidence and data. The largest benefit the interviewees’ organizations experienced by investing in Sinequa was the reduced time and resource effort required to complete large-scale documentation reviews. Sinequa enabled this by ingesting and indexing large volumes of documentation at scale, so reviewers could locate and validate evidence without manually handling each file. Capabilities such as document conversion across many formats and AI-driven extraction turned previously hard-to-search content into searchable text that could be reviewed consistently and quickly. Interviewees also shared that external regulatory or oversight requests typically triggered these review activities, requiring their organizations to submit consolidated, auditable information spanning multiple business units and product lines and creating large volumes of documents that needed review and validation.

Interviewees explained that because they needed to complete these requests within short submission windows, their organizations historically relied on external contractors to scale capacity quickly and meet deadlines. Interviewees indicated typical submission cadences of three to six months.

- The principal technical architect for AI systems at a manufacturing organization explained, “We did ... bulks of 50,000 parts at a time ... and we’ve hired a lot of contractors in the past.”
- The same interviewee mentioned that by using Sinequa, they were able to complete these activities at a rate “that would have taken a contractor ... months.”
- The principal technical architect for AI systems at a manufacturing organization also noted that review volumes scaled quickly when requests spanned multiple product lines: “Those 25,000 prints could just be one product that we sell. We have hundreds of products.”
- Interviewees emphasized that once key sources were indexed and review workflows were repeatable, their organizations reduced the need to restart full manual reviews by maintaining ongoing coverage and reviewing only what changed.

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

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- The composite receives recurring external requests that require large-scale documentation review and validation spanning multiple business units and product lines, covering 750,000 documents.
- Before investing in Sinequa, the composite relies on manual contractor review with a baseline throughput of 40 documents per day.
- As more content is indexed through Sinequa, internal users review an increasing share of documents through the platform, from 15% in Year 1 to 100% in Year 3, which replaces manual reviews by external contractors.
- Contractor labor is modeled at \$800 per day, consistent with an 8-hour workday at \$100 per hour.

Risks. The impact of this benefit could be lower because:

- The rate of expansion of indexed sources and data coverage can affect adoption and limit the proportion of work that can be completed through Sinequa-enabled workflows.
- The cost of external contractors may be higher than assumed.

Results. To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$16.5 million.

\$15 million

Annual contractor labor cost savings

“What would have taken six months of work and lots of cost and contractors we were able to do in less than a week with one person.”

Principal technical architect — AI systems, manufacturing

Labor Cost Avoidance From AI-Enabled Automated Processes					
Ref.	Metric	Source	Year 1	Year 2	Year 3
A1	Documents requiring inspection per regulatory submission (one per year)	Interviews	750,000	750,000	750,000
A2	Documents reviewed manually per contractor per day without Sinequa	Interviews	40	40	40
A3	External contractor daily rate (per contractor)	Interviews	\$800	\$800	\$800
A4	Contractor days required to review parts manually	A1/A2	18,750	18,750	18,750
A5	Contractor labor cost	A3*A4	\$15,000,000	\$15,000,000	\$15,000,000
A6	Share of documents reviewed through Sinequa	Composite	15%	50%	100%
A7	Sinequa daily automated document review rate	Interviews	12,500	12,500	12,500
A8	Total time to complete document review process with Sinequa (days)	(A1*A6)/A7	9	30	60
A9	Fully burdened daily rate for an internal auditor	Composite	\$864	\$864	\$864
A10	Internal costs per Sinequa review process	A8*A9	\$7,776	\$25,920	\$51,840
At	Labor cost avoidance from AI-enabled automated processes	(A5*A6)-A10	\$2,242,224	\$7,474,080	\$14,948,160
	Risk adjustment	±15%			
Atr	Labor cost avoidance from AI-enabled automated processes (risk-adjusted)		\$1,905,890	\$6,352,968	\$12,705,936
Three-year total: \$20,964,794			Three-year present value: \$16,529,172		

Search Productivity Gains

Evidence and data. Interviewees explained that prior to their organizations' Sinequa investment, technical knowledge workers spent a substantial amount of time searching across fragmented repositories and systems to locate the right information to complete daily tasks and make decisions. Sinequa improved search productivity by using hybrid search, which combines traditional keyword search with neural search to surface relevant results even when users do not know the exact terms. This helped users retrieve the right information faster across multiple systems rather than searching each repository separately. In several organizations, users had to search multiple tools, rely on data hygiene practices such as meta data categorization in the form of IDs or local context, or depend on a “who to ask” approach, which created inefficiencies and inconsistencies in outcomes.

Interviewees said that by investing in Sinequa, their organizations improved the ability of users to find relevant information faster using a single knowledge engine that spanned multiple sources, which reduced time spent searching, consolidating, and validating information.

The senior VP and head of R&D at a life sciences organization described how the platform supported rapid preparation for decisions by making key information accessible in a reusable way. They said, “You can walk into any conversation — just click the link and it has all the information available.”

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

- Prior to investing in Sinequa, the composite has 4,000 in-scope technical knowledge workers by Year 3, who frequently search across multiple systems as part of their daily work.

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- Before Sinequa, the composite assumes these users spend an average of 13% of their day on search and knowledge discovery activities, equivalent to 21 hours per month.
- With Sinequa, the composite achieves a 10% improvement in productivity for these activities in Year 1 (e.g., reduction in time spent searching and validating information), which improves to 20% by Year 3 as more content is indexed into the platform.
- The average fully burdened hourly rate for an in-scope knowledge worker is \$64.
- Forrester applies an 80% productivity capture rate to these efficiencies because not all time saved goes back into productive effort.

Risks. The impact of this benefit could be lower because:

- The portion of the workforce that is in scope and actively uses Sinequa for knowledge discovery may be lower. Lower adoption or inconsistent use will reduce time savings and limit measurable impact.
- The realized percentage improvement in search productivity, which depends on indexed source coverage and the relevance of the indexed content to end users, may be lower.

Results. To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$10.8 million.

20%

Improved search productivity using Sinequa

“You can go to one platform and find very comprehensive information.”

Senior VP, head of R&D, life sciences

Search Productivity Gains					
Ref.	Metric	Source	Year 1	Year 2	Year 3
B1	Technical knowledge worker users	Composite	1,500	2,500	4,000
B2	Average user time spent on query-related tasks before Sinequa (hours per month)	Interviews	21	21	21
B3	Time improvement with Sinequa	Interviews	10%	15%	20%
B4	Query-related task time savings with Sinequa (hours per month)	B1*B2*B3	3,150	7,875	16,800
B5	Fully burdened hourly rate for a knowledge worker	Composite	\$64	\$64	\$64
B6	Productivity recapture rate	TEI methodology	80%	80%	80%
Bt	Search productivity gains	B4*B5*B6*12	\$1,935,360	\$4,838,400	\$10,321,920
	Risk adjustment	↓20%			
Btr	Search productivity gains (risk-adjusted)		\$1,548,288	\$3,870,720	\$8,257,536
Three-year total: \$13,676,544			Three-year present value: \$10,810,486		

Production Facility Compliance Case Management Efficiencies

Evidence and data. Interviewees explained that prior to their organizations' Sinequa investments, operational management teams spent a considerable amount of time preparing for and executing recurring operational compliance reviews for their production sites because the required evidence and procedures were distributed across multiple repositories and formats. Sinequa supported these recurring compliance activities by enforcing secure, permission-based access while helping teams retrieve the right policies, procedures, and evidence quickly. In practice, this reduced the manual effort of assembling documentation because teams could search across approved sources while maintaining the same access controls as the original systems. They said that these activities typically required teams to locate the right rules, procedures, and supporting documentation; validate that the content is current; and present evidence for internal or external stakeholders. Interviewees noted that Sinequa improved their ability to retrieve and validate documentation faster, which reduced the administrative burden associated with compliance preparation and execution.

Interviewees explained that this benefit reflected recurring, operational compliance work that is part of business as usual (i.e., repeated preparation and evidence gathering across operational units), rather than a single large-scale regulatory submission that triggers bulk review work performed under short deadlines with external contractors.

The senior digital expert of cognitive search at a chemicals organization described how these compliance workflows related to required tasks to ensure their organization had the "license to operate." "We have the topic around improvements of quality, compliance, and the license to operate." They also explained that these compliance activities occurred at least twice throughout the year and involved multiple preparation hours and reviews.

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

- Prior to investing in Sinequa, the composite conducts recurring operational compliance reviews across multiple operational sites/locations, modeled as 10 sites in Year 1, up to 40 sites in Year 3.
- The composite assumes two operational compliance reviews per site per year, where teams must find, validate, and present required documentation.

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- The composite estimates total annual time savings of 2,400 hours in Year 1, up to 9,600 hours in Year 3, depending on the number of sites and the reduction in time spent searching and validating compliance documentation.
- The average fully burdened hourly rate for a production plant management FTE is \$79.²
- Forrester applies an 80% productivity capture rate because not all time saved goes back into productive effort.

Risks. The impact of this benefit could be lower for an organization because:

- The amount of documentation required per event and how consistently content sources are indexed and maintained over time may be higher.
- The level of adoption by operational teams and the extent to which Sinequa becomes embedded into standard workflows for compliance preparation may be lower.

Results. To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$824,000.

120

Hours saved per case for production site compliance audits

“We have [seen] improvements in quality, compliance, and license to operate, especially. ... [This is] where audits and regulatory compliance are critical.”

Senior digital expert — cognitive search, chemicals

Production Facility Compliance Case Management Efficiencies					
Ref.	Metric	Source	Year 1	Year 2	Year 3
C1	Production sites in scope of Sinequa tool	Composite	10	30	40
C2	Audit cases per production management team	Interviews	2	2	2
C3	Compliance audit case time savings (hours per case)	Interviews	120	120	120
C4	Time savings to perform compliance audits with Sinequa (hours)	C1*C2*C3	2,400	7,200	9,600
C5	Fully burdened hourly rate for a production plant management FTE	Research data	\$79	\$79	\$79
C6	Productivity recapture rate	TEI methodology	80%	80%	80%
Ct	Production facility compliance case management efficiencies	C4*C5*C6	\$151,680	\$455,040	\$606,720
	Risk adjustment	↓15%			
Ctr	Production facility compliance case management efficiencies (risk-adjusted)		\$128,928	\$386,784	\$515,712
Three-year total: \$1,031,424			Three-year present value: \$824,326		

Customer Support Duplication Search Efficiencies

Evidence and data. Interviewees stated that prior to their organizations' Sinequa investment, customer support users (i.e., teams responsible for responding to customer technical issues) spent a significant amount of time searching across multiple repositories to determine whether a customer issue had been previously addressed and to locate the right supporting documentation. Sinequa enabled efficiencies by making historical cases and documentation searchable in one place regardless of language and using passage/snippet-level retrieval so agents could jump directly to the most relevant part of a document. This helped customer support users confirm whether an issue had already been handled and reuse prior resolutions more quickly. In this context, interviewees emphasized that a distinct user population within one organization experiences these benefits (e.g., customer support and customer-facing technical teams), rather than the broader internal technical knowledge worker base that drives the search productivity gains benefit.

- The business architect of technical support at an aerospace and defense organization described how support teams previously had to search across separate databases and sources but now had a more consolidated experience: "Now they have all-in-one search. ... Maybe before they were taking 1 hour to search in all software and databases of information, while today it's 10 to 15 minutes."
- The same interviewee explained that a primary use case is reusing prior answers, saying, "The use case... is to find ... similar questions we may have answered already in the past."
- Interviewees also noted that enabling faster discovery of prior resolutions could reduce repeated investigations and duplicated work across support teams, even when the organization could not always measure avoided customer tickets directly (e.g., when customers self-serve without logging a case).

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

- The use case and relevant content available for customer support and customer-facing technical teams is indexed and available from Year 2.
- Prior to investing in Sinequa, the composite processes 32,000 to 35,000 customer support tickets in Year 2 and Year 3, respectively.
- It is assumed that 15% of tickets in Year 2, up to 18% in Year 3, represent duplicative or repetitive search efforts (e.g., issues that have prior precedent and require time to rediscover prior guidance).
- Before Sinequa, the composite assumes customer support users spend 1 hour searching for relevant prior cases and documentation to resolve a ticket; with Sinequa, this decreases to 0.15 hours per applicable ticket.
- The average fully burdened hourly rate for a customer support FTE is \$41.
- Forrester applies an 80% productivity capture rate to these efficiencies because not all time saved goes back into productive effort.

Risks. The impact of this benefit could be lower because:

- The degree to which customers and agents use the platform consistently as the first step in issue triage (e.g., adoption and workflow embedment) may be lower.
- The baseline complexity of the knowledge environment (e.g., the number of repositories and fragmentation), which influences how much time is saved by consolidating search, may be lower.

Results. To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$193,000.

75%

Time improvement to resolve duplicate support tickets

“One of [our] use cases is to search for similar questions we may have already answered in the past.”

Business architect — technical support, aerospace and defense

Customer Support Duplication Search Efficiencies					
Ref.	Metric	Source	Year 1	Year 2	Year 3
D1	Tickets raised through technical customer support	Composite	0	32,000	35,000
D2	Proportion of duplicate tickets	Composite	0%	15%	18%
D3	Time to resolve a duplicate ticket before Sinequa (hours)	Interviews	0	1	1
D4	Reduction in time to resolve a duplicate ticket with Sinequa	Interviews	0%	75%	75%
D5	Average fully burdened hourly rate for a technical customer support FTE	Composite	\$0	\$41	\$41
D6	Productivity recapture	TEI methodology	0%	80%	80%
Dt	Customer support duplication search efficiencies	D1*D2*D3*D4*D5*D6	\$0	\$118,080	\$154,980
	Risk adjustment	↓10%			
Dtr	Customer support duplication search efficiencies (risk-adjusted)		\$0	\$106,272	\$139,482
Three-year total: \$245,754			Three-year present value: \$192,623		

Application Development Labor Cost Avoidance

Evidence and data. Interviewees explained that prior to their organizations’ Sinequa investment, application and IT teams expended ongoing effort and incurred costs to build, maintain, and update custom integrations and UIs to make enterprise data searchable and usable. Sinequa reduced application development effort by providing out-of-the-box connectors and a single indexing layer that could be reused across multiple applications. This meant teams could build new use cases on the same underlying data foundation rather than building integrations and search layers from scratch each time. In many cases, teams maintained separate search layers or bespoke applications for different functions because data sources were fragmented and could not be reused easily. Interviewees said that by investing in Sinequa, their organizations reduced application development effort by leveraging a shared platform with reusable connectors and a single indexing layer, which limited the need to rebuild integrations and search functionality for each new use case.

- The senior digital expert of cognitive search at a chemicals organization explained, “Once the content is indexed, we can reuse it again and again across applications.”

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- The same interviewee noted that without a shared platform, each new use case would have required separate development effort, saying, “Otherwise, every department would implement its own solution.”
- All interviewees emphasized that this benefit was primarily realized by centralized IT and application development teams rather than end users, and it accrued gradually as more use cases were delivered on top of the same platform foundation.

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

- Prior to investing in Sinequa, the composite develops and maintains multiple search-enabled applications, each requiring dedicated integration and development effort. The composite develops five new applications per year with development labor requirements of two FTEs per application.
- With Sinequa, the composite avoids incremental development effort by reusing existing connectors and a single indexing layer across new applications.
- The composite experiences a shorter application development cycle, saving 80 hours per application created.
- The average fully burdened hourly rate for an IT FTE is \$85.

Risks. The impact of this benefit could be lower because:

- There are differences in the delivery model and labor rates (e.g., internal versus partner-led, onshore versus offshore) affecting the dollar value of time saved.
- Higher skill/complexity requirements to configure, maintain, and update integrations and applications may reduce the hours avoided per application.

Results. To account for these risks, Forrester adjusted this benefit downward by 5%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$161,000.

80

Development hours avoided with Sinequa’s out-of-the-box connectors for each knowledge application developed

“By reusing content through the platform APIs, we avoid having to build [applications] again.”

Senior digital expert — cognitive search, chemicals

Application Development Labor Cost Avoidance					
Ref.	Metric	Source	Year 1	Year 2	Year 3
E1	Individual applications developed	Interviews	5	5	5
E2	Avoided development time per application with Sinequa's connectors (hours per FTE)	Interviews	80	80	80
E3	FTEs per application developed	Composite	2	2	2
E4	Fully burdened hourly rate for an application development FTE	Composite	\$85	\$85	\$85
Et	Application development labor cost avoidance	$E1 \times E2 \times E3 \times E4$	\$68,000	\$68,000	\$68,000
	Risk adjustment	↓5%			
Etr	Application development labor cost avoidance (risk-adjusted)		\$64,600	\$64,600	\$64,600
Three-year total: \$193,800			Three-year present value: \$160,651		

Knowledge Consolidation

Evidence and data. Interviewees explained that because enterprise knowledge was previously fragmented across multiple tools, repositories, and department-specific systems, creating relevant applications to locate and reuse information consistently across their organizations was difficult. In many cases, teams adopted their own search tools or maintained separate applications to access the content they needed, resulting in duplicated effort and inconsistent access to historical knowledge. Sinequa enabled consolidation by creating a centralized enterprise index that made content discoverable across previously separate tools and repositories. This helped organizations reduce fragmentation because different teams could retrieve knowledge through one search layer, while still respecting existing permissions.

Interviewees said that by investing in Sinequa, their organizations consolidated access to enterprise knowledge through a single platform, which reduced fragmentation and improved reuse of existing information assets.

- The senior VP and head of R&D at the life sciences organization described the preinvestment environment as fragmented: “Previously, everybody was using their own tools, document repositories, and other systems. It was a very fragmented space.”
- The senior digital expert of cognitive search at a chemical organization explained how Sinequa changed this dynamic at their company, saying, “Once the content is indexed, we can reuse it again and again across applications.”
- Interviewees emphasized that this consolidation did not require migrating or replacing existing systems but instead provided a unified layer for discovering content regardless of where it resided, which made historical and current knowledge accessible to a broader set of users.

Modeling and assumptions. Based on the interviews and model structure, Forrester assumes the following about the composite organization:

- Prior to investing in Sinequa, the composite maintains multiple overlapping search tools or access mechanisms across departments to locate enterprise knowledge.
- With Sinequa, the composite consolidates access to enterprise content through a single, centralized search and retrieval layer, reducing reliance on parallel tools.
- The composite assumes that consolidation enables the retirement or reduced usage of a small number of legacy tools or custom applications over time, while preserving access to underlying historical data.

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- The composite applies conservative savings assumptions to reflect that consolidation is gradual and occurs as confidence in the platform increases.

Risks. The impact of this benefit could be lower because:

- The number and type of legacy tools in place prior to the Sinequa investment may be lower.
- An organization may be less able to standardize on a single enterprise knowledge platform versus allowing continued use of parallel solutions.
- Change management considerations, including user adoption and governance decisions around tool consolidation, may vary.

Results. To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$1.3 million.

\$400K

Value of decommissioned knowledge tools in the first year of implementing Sinequa

“We had siloed search solutions and no shared platform that could scale properly.”

Senior digital expert — cognitive search, chemicals

Knowledge Consolidation					
Ref.	Metric	Source	Year 1	Year 2	Year 3
F1	Consolidation of knowledge tools	Interviews	\$913,045	\$913,045	\$913,045
F2	Proportion decommissioned	Composite	50%	75%	100%
Ft	Knowledge consolidation	F1*F2	\$456,523	\$684,784	\$913,045
	Risk adjustment	↓20%			
Ftr	Knowledge consolidation (risk-adjusted)		\$365,218	\$547,827	\$730,436
Three-year total: \$1,643,481			Three-year present value: \$1,333,553		

Unquantified Benefits

Interviewees mentioned the following additional benefits that their organizations experienced but were not able to quantify:

- **Improved employee confidence and satisfaction.** With Sinequa, interviewees noted that their organizations experienced improved employee confidence and satisfaction. Sinequa’s ability to return more relevant answers through neural search and hybrid retrieval supported this improvement, which reduced the frustration of “searching but not finding.” As users consistently located what they needed, confidence increased because the platform feels dependable for daily work. Interviewees explained that by providing more reliable, relevant, and intuitive access to enterprise knowledge, Sinequa

reduced frustration associated with searching across fragmented tools and increased users' confidence in their ability to perform their roles effectively. Interviewees also noted that improvements in confidence and satisfaction were visible through user feedback and adoption patterns, which helped reinforce trust in the platform and encouraged continued use. This, in turn, contributed to increased tenure, higher productivity, and increased engagement. The business architect for technical support in the aerospace and defense industry explained that improved access to information changed how experts spent their time and allows their experts to focus on higher-value tasks instead of unproductive searching.

- **Improved organizational culture related to use of data.** Interviewees noted that their organizations experienced an organizational mindset shift in data quality, access, and risk. Sinequa's ability to index across multiple systems while enforcing security enabled this shift, which made information easier to find and inconsistencies more visible. As a result, organizations could identify content that was not stored in the right place or not governed properly and address those issues rather than letting them remain hidden.
 - The principal technical architect of AI systems for a manufacturing organization explained that the platform did not introduce new risks but did expose existing ones. They further described how indexing multiple systems revealed those documents stored outside their respective locations, prompting the need to address governance and stewardship gaps rather than ignore them.
 - The senior digital expert of cognitive search for a chemicals organization also described an improvement in their organization's culture around data hygiene and management and that teams were now placing greater emphasis on where information is stored, how it is documented, and how it can be reused — highlighting that good data is recognized as a prerequisite for good results rather than an afterthought.

"Our baseline tools were rated about 2.7 stars, and with Sinequa, we're getting close to a four-star rating (out of five) from users."

Principal technical architect — AI systems, manufacturing

Flexibility

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement Sinequa and later realize additional uses and business opportunities, including:

- **Foundation for agentic workflows.** Interviewees noted that once enterprise content was indexed, governed, and made accessible through semantic and neural search, their organizations could begin to explore more advanced, agent-based workflows that built on this foundation. Rather than deploying generic AI tools, interviewees emphasized the importance of grounding future agents and assistants in curated, domain-specific enterprise knowledge to ensure relevance, accuracy, and trust. This flexibility is supported by Sinequa's AI assistant and agent-enablement capabilities, which allow organizations to build more advanced workflows on top of indexed enterprise knowledge. Over time, this can enable domain-specific assistants or agents to retrieve and use trusted internal information rather than relying on generic AI responses.
- **Foundation for multiple, scalable use cases throughout the organization.** Interviewees noted that once previously inaccessible or unstructured content was indexed and governed, the platform could be reused to support a growing range of use cases across different functions and user groups. Rather than being tied to a single workflow or department, Sinequa provides a shared foundation that enabled teams to apply the same knowledge layer to new problems as needs evolved. Sinequa's extensibility via plug-ins and APIs drove this flexibility, which allowed new use cases to be added without rebuilding

the platform foundation. As more sources are indexed, teams could reuse the same knowledge layer for new applications across functions, allowing value to compound over time.

- Interviewees described that Sinequa's reuse model allowed value to compound over time since each additional dataset or use case built on the same platform rather than starting from scratch.
- Interviewees also noted that this flexibility supported adoption across a broad range of roles, from technical specialists and analysts to business users and support teams. While many organizations began with a small number of high-priority use cases, they viewed the platform as a long-term capability that they could extend incrementally, enabling new applications and workflows as organizational priorities changed and confidence in the platform grew.

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Total Economic Impact Approach](#)).

"It was easily adopted by all the users, and even today, they say this is the best tool [the organization has] put in their hands."

Business architect — technical support, aerospace and defense

Analysis Of Costs

Quantified cost data as applied to the composite

Total Costs							
Ref.	Cost	Initial	Year 1	Year 2	Year 3	Total	Present Value
Gtr	Initial migration and implementation costs	\$1,001,495	\$0	\$0	\$0	\$1,001,495	\$1,001,495
Htr	Ongoing platform costs	\$0	\$1,535,388	\$2,239,525	\$3,359,288	\$7,134,200	\$5,770,536
Itr	Internal platform management	\$0	\$287,500	\$287,500	\$287,500	\$862,500	\$714,970
	Total costs (risk-adjusted)	\$1,001,495	\$1,822,888	\$2,527,025	\$3,646,788	\$8,998,195	\$7,487,001

Initial Migration And Implementation Costs

Evidence and data. Each of the interviewees' organizations incurred different initial migration and implementation costs, depending on the scale of deployment, the number of systems connected, and the amount of content indexed during the initial rollout. These costs were primarily driven by standing up the platform foundation and connecting initial content sources so the first use cases could go live. This typically included configuring integrations, validating security alignment, and performing the first large indexing runs so content became reliably searchable for end users.

- Interviewees explained that early implementation effort was often driven by standing up the required infrastructure, completing enterprise security and architecture approvals, and configuring the platform to connect and index priority systems so that initial use cases could go live.
- The principal technical architect for AI systems at a manufacturing organization explained that the most time-intensive aspect of the rollout was not deploying the software itself but coordinating the internal teams to support an enterprise-scale platform.
- This interviewee also emphasized that implementation required close collaboration across information technology, security, and risk teams, including legal and data functions.
- Interviewees noted that this coordination is typical for enterprisewide platforms and reflects the constant need to balance deployment speed with changing operational safety and compliance requirements.

Modeling and assumptions. Based on the interviews, Forrester assumes the following about the composite organization:

- The composite completes an initial rollout over nine months, reflecting time for infrastructure provisioning, security/architecture approvals, connector configuration, and initial indexing.
- The composite uses four internal IT FTEs to support initial implementation activities, including project management, security coordination, and platform configuration.
- The composite leverages one external resource (e.g., vendor/partner support) to accelerate setup and platform stand-up activities during the initial period.
- The composite includes \$150,000 of external IT professional services in Year 0 to support initial setup and deployment activities.
- Five million documents are initially indexed as part of the implementation.

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- The model applies an initial indexing cost rate of **\$44,387** per million documents for the initial ingestion and indexing workload.

Risks. The impact of this cost could be higher for organizations based on:

- The level of complexity of infrastructure provisioning and enterprise approvals required to deploy a distributed platform in a regulated environment, which can include security reviews and architecture approvals.
- The number of initial systems and repositories connected and the quality/structure of content available for indexing during the initial rollout.
- The degree to which an organization relies on vendor professional services versus internal teams to execute the initial stand-up and configuration work.

Results. To account for these risks, Forrester adjusted this cost upward by 25%, resulting in an initial migration and implementation cost of \$1.0 million in Year 0.

Initial Migration And Implementation Costs						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
G1	Implementation duration (months)	Composite	9			
G2	Internal IT FTEs	Interviews	4			
G3	External staff	Interviews	1			
G4	External IT professional services cost (\$/project)	Forrester research	\$150,000			
G5	Fully burdened annual salary for an IT FTE	Forrester research	\$143,087			
G6	Documents indexed (millions)	Composite	5			
G7	Cost of initial indexing (\$/million documents)	Composite	\$44,387			
G8	Total cost of indexing	$G6 \times G7$	\$221,935			
Gt	Initial migration and implementation costs	$(G1 \times (G2 \times G5) / 12) + G4 + G8$	\$801,196	\$0	\$0	\$0
	Risk adjustment	↑25%				
Gtr	Initial migration and implementation costs (risk-adjusted)		\$1,001,495	\$0	\$0	\$0
Three-year total: \$1,001,495			Three-year present value: \$1,001,495			

Ongoing Platform Costs

Evidence and data. The growth in ongoing platform costs (i.e., those charged by Argonos for its platform) reflect the need to operate and scale a distributed architecture that supports continued growth in indexed content and user demand. In practice, as more documents are indexed and more users utilize the platform, organizations will incur ongoing costs to run the underlying compute and storage required to access it.

Interviewees explained that ongoing platform costs reflect the recurring expenses required to operate and scale Sinequa as adoption grows and additional content sources are indexed. As more users gain access to the platform and the volume of indexed content increases, organizations incur continued costs to access the platform and relevant content.

Modeling and assumptions. Based on the interviews, Forrester assumes the following about the composite organization:

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- It incurs ongoing platform costs that scale as indexed content grows from 10 million documents in Year 1 to 30 million documents by Year 3.
- The composite's user base expands from 7,500 users in Year 1 to 15,000 users by Year 3 as additional use cases and content sources are onboarded.
- The composite models platform costs using a combination of a per-million-documents indexing cost and a per user cost, reflecting that scale in content and adoption drives ongoing licensing and platform operation requirements.

Risks. The impact of this cost could be higher because:

- The pace of growth in indexed content or the user base may be higher than expected, increasing the required platform capacity and associated costs.
- Pricing and operating requirements may vary by customer context (e.g., scale, compliance requirements, associated LLM costs, regional breakdown, growth trajectory), which can affect annual platform spend over time.

Results. To account for these risks, Forrester adjusted this cost upward by 25%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$5.8 million.

Ongoing Platform Costs						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
H1	Documents indexed (millions)	Composite		10	20	30
H2	Cost of indexing (\$/million)	Composite		\$23,081	\$23,081	\$23,081
H3	Subtotal: Total cost of indexing (\$)	H1*H2		\$230,810	\$461,620	\$692,430
H4	Cost per user	Composite		\$133	\$133	\$133
H5	Users	Composite		7,500	10,000	15,000
H6	Total cost of user base	H4*H5		\$997,500	\$1,330,000	\$1,995,000
Ht	Ongoing platform costs	H3+H6	\$0	\$1,228,310	\$1,791,620	\$2,687,430
	Risk adjustment	↑25%				
Htr	Ongoing platform costs (risk-adjusted)		\$0	\$1,535,388	\$2,239,525	\$3,359,288
Three-year total: \$7,134,200			Three-year present value: \$5,770,536			

Internal Platform Management

Evidence and data. Interviewees shared that managing and expanding the Sinequa platform after deployment required some ongoing internal effort, specifically to control operating overhead and keep the run team small and predictable as use of the platform expanded. Interviewees described managing multiple technical environments as part of normal operations, including maintaining development and production environments, monitoring performance, and coordinating updates without disrupting users. They explained that while end users primarily interacted with search applications and assistants, the platform still required a small, dedicated set of internal resources to manage indexing, connectors, governance, and ongoing improvements as new sources and use cases were added.

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- The principal technical architect for AI systems at a manufacturing organization described staffing a small core team to coordinate the work, noting, “We had a dedicated team of three individuals from our IT organization managing the project.”
- They also explained that scaling and operating the platform at an enterprise level required coordination across internal stakeholders as the platform footprint expanded.
- Interviewees emphasized that this internal platform management effort supported repeatable onboarding of sources and use cases and enabled their organizations to sustain adoption and quality as usage expanded beyond the initial deployment.

Modeling and assumptions. Based on the interviews, Forrester assumes the following about the composite organization:

- The composite maintains an internal platform team to support ongoing administration and platform growth, including connector configuration, indexing operations, monitoring, and governance.
- The ongoing internal effort requires two FTEs from the IT department from Year 1 through Year 3, reflecting that platform management continues as additional sources and use cases are onboarded.
- The average fully burdened annual salary for an IT FTE is \$115,000.

Risks. The impact of this cost could be higher due to:

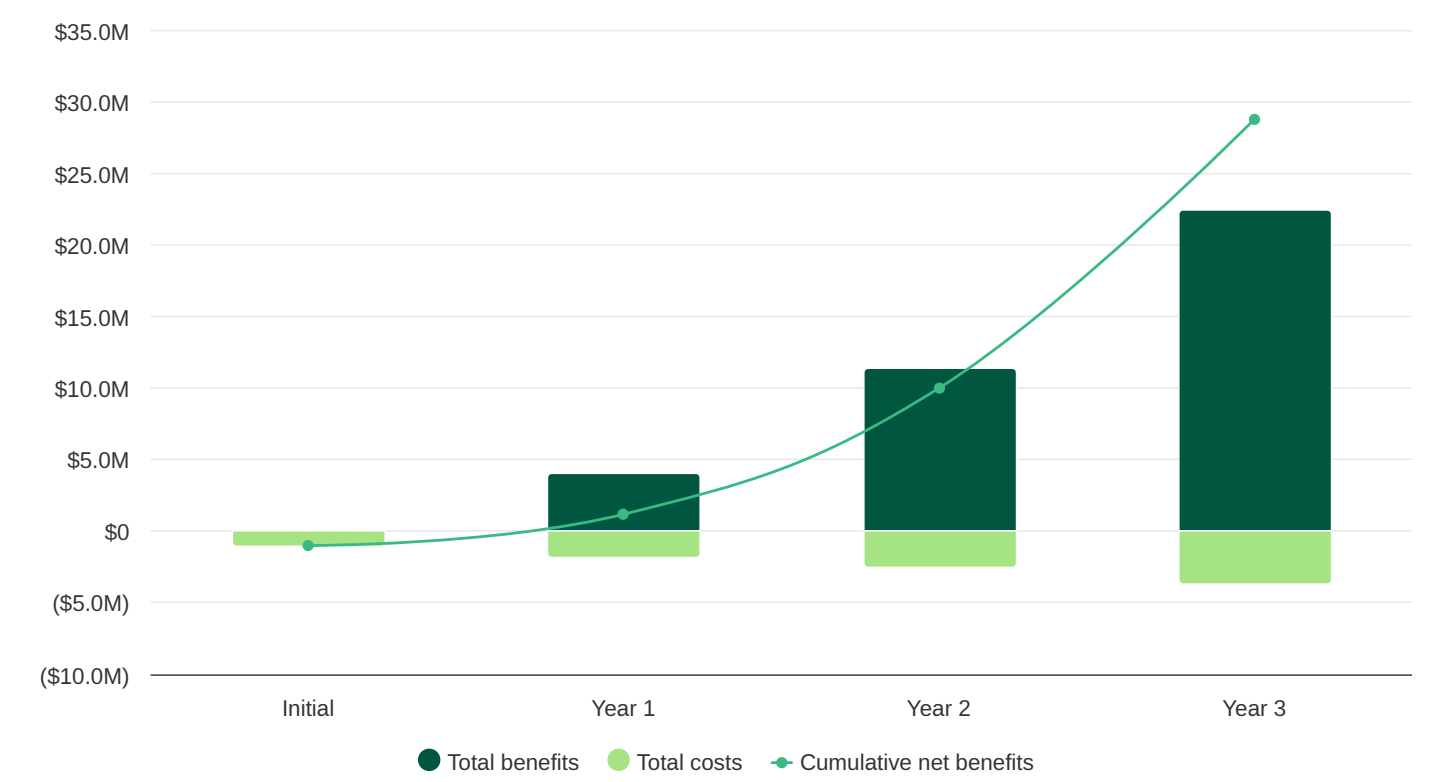
- A higher level of complexity of an organization’s application and content landscape and the pace at which new sources are onboarded.
- An organization’s operating model (e.g., degree of centralization, reliance on external partners).
- The level of governance and security oversight required for platform expansion, which can increase ongoing coordination and administration effort.

Results. To account for these risks, Forrester adjusted this cost upward by 25%, resulting in an internal platform management cost of \$715,000 over the three-year period.

Internal Platform Management						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
I1	IT FTEs needed for platform management	Composite		2	2	2
I2	Fully burdened annual salary for an IT FTE	Composite		\$115,000	\$115,000	\$115,000
It	Internal platform management	I1*I2	\$0	\$230,000	\$230,000	\$230,000
	Risk adjustment	↑25%				
Itr	Internal platform management (risk-adjusted)		\$0	\$287,500	\$287,500	\$287,500
Three-year total: \$862,500			Three-year present value: \$714,970			

Financial Summary
Consolidated Three-Year, Risk-Adjusted Metrics

Cash Flow Chart (Risk-Adjusted)



Cash Flow Analysis (Risk-Adjusted)						
	Initial	Year 1	Year 2	Year 3	Total	Present Value
Total costs	(\$1,001,495)	(\$1,822,888)	(\$2,527,025)	(\$3,646,788)	(\$8,998,195)	(\$7,487,001)
Total benefits	\$0	\$4,012,924	\$11,329,171	\$22,413,702	\$37,755,797	\$29,850,811
Net benefits	(\$1,001,495)	\$2,190,037	\$8,802,146	\$18,766,915	\$28,757,602	\$22,363,810
ROI						299%
Payback						<6 months

Please Note

The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.

TEI Framework And Methodology

From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organizations considering an investment in Sinequa.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that Sinequa can have on an organization.

Due Diligence

Interviewed Argonos stakeholders and Forrester analysts to gather data relative to Sinequa.

Interviews

Interviewed five decision-makers at organizations using Sinequa to obtain data about costs, benefits, and risks.

Composite Organization

Designed a composite organization based on characteristics of the interviewees' organizations.

Financial Model Framework

Constructed a financial model representative of the interviews using the TEI methodology and risk-adjusted the financial model based on issues and concerns of the interviewees.

Case Study

Employed four fundamental elements of TEI in modeling the investment impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see [Appendix A](#) for additional information on the TEI methodology.

Glossary

Total Economic Impact Approach

Benefits

Benefits represent the value the solution delivers to the business. The TEI methodology places equal weight on the measure of benefits and costs, allowing for a full examination of the solution's effect on the entire organization.

Costs

Costs comprise all expenses necessary to deliver the proposed value, or benefits, of the solution. The methodology captures implementation and ongoing costs associated with the solution.

Flexibility

Flexibility represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. The ability to capture that benefit has a PV that can be estimated.

Risks

Risks measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."

Financial Terminology

Present value (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PVs of costs and benefits feed into the total NPV of cash flows.

Net present value (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made unless other projects have higher NPVs.

Return on investment (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.

Discount rate

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.

Payback

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

Appendixes

APPENDIX A

Total Economic Impact

Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists solution providers in communicating their value proposition to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of business and technology initiatives to both senior management and other key stakeholders.

APPENDIX B

Supplemental Material

Related Forrester Research

[The Forrester Wave™: Cognitive Search Platforms, Q4 2025](#), Forrester Research, Inc., October 3, 2025.

[Cognitive Search In The Age Of Generative AI](#), Forrester Research, Inc., March 17, 2025.

APPENDIX C

Endnotes

¹ Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists solution providers in communicating their value proposition to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of business and technology initiatives to both senior management and other key stakeholders.

² Source: Modeled Wage Estimates, US Bureau of Labor Statistics.

Disclosures

Readers should be aware of the following:

This study is commissioned by Argonos and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in Sinequa. For any interactive functionality, the intent is for the questions to solicit inputs specific to a prospect's business. Forrester believes that this analysis is representative of what companies may achieve with Sinequa based on the inputs provided and any assumptions made. Forrester does not endorse Argonos or its offerings. Although great care has been taken to ensure the accuracy and completeness of this model, Argonos and Forrester Research are unable to accept any legal responsibility for any actions taken on the basis of the information contained herein. The interactive tool is provided 'AS IS,' and Forrester and Argonos make no warranties of any kind.

Argonos reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Argonos provided the customer names for the interviews but did not participate in the interviews.

Consulting Team:

Bradley Lai

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