

Using Key Performance Indicators to compute Damages

Dr. Edwin A. Hernandez

© 2019 – eglacorp.com



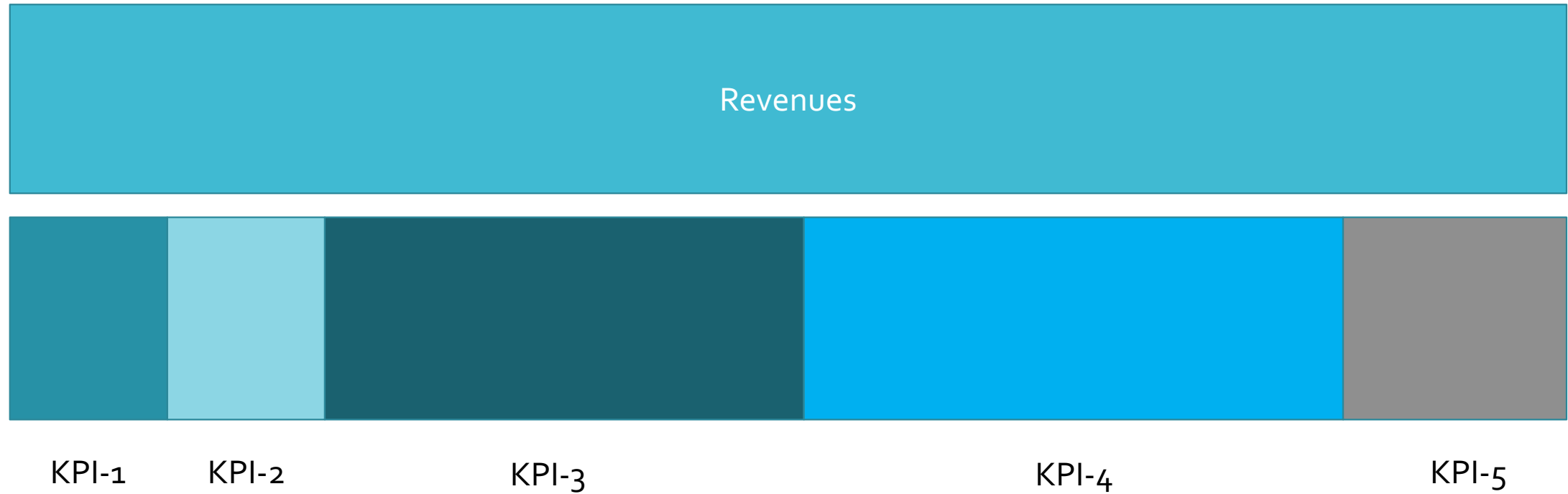
What's a Key Performance Indicators (KPIs)

- Many technologies use KPIs to determine customer satisfaction and hence value creation.
- KPI indicate performance values as well for technological values and improvements using technological software tools
- What are the Key values that a corporation or an organization uses to determine "how good is it?" for customers
- Efficiency, satisfaction, hits per month, conversion rates, mobility performance, and all other KPIs that indicate an overall performance.



Mapping of Revenues to a set of KPIs

For example



Key Performance Indicators LTE Specification

4 KPI overview

The following KPI categories are covered by the present document:

- Accessibility (see the definition in [1]).
 - Retainability (see the definition in [1]).
 - Integrity (see the definition in [1]).
 - Availability
 - Mobility
-

**LTE defines KPIs for a Network Performance, other industries
May have a similar benchmark**

Royalty Calculation

Revenues



Let's say a technology benefits
The performance of
Cloud-based technologies.

Cloud performance indicators
Are 20% of importance to
Generate revenues.

The IP in dispute improves N out of M
Elements that are part of the KPI%
Let's say 10%

Final
computation
of a reasonable
royalty rate.

