Microsoft 365 And Surface: Better Together

Forrester’s analysis found the following three-year financial, productivity, and employee experience impacts for Microsoft 365 with Surface.

MICROSOFT 365 AND SURFACE SAVES YOU TIME

<table>
<thead>
<tr>
<th>HOURS SAVED PER WEEK FOR COMMON TASKS:</th>
<th>ADDITIONAL TIME SAVED FOR HIGHLY-MOBILE USERS:</th>
<th>TOTAL TIME SAVED FOR HIGHLY-MOBILE USERS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 hours</td>
<td>+4 hours</td>
<td>9 hours</td>
</tr>
<tr>
<td>Microsoft 365 on Surface</td>
<td>Microsoft 365 on Surface</td>
<td>Microsoft 365 on Surface</td>
</tr>
<tr>
<td>2 hours</td>
<td>+2 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>Microsoft 365 on non-Surface devices</td>
<td>Microsoft 365 on non-Surface devices</td>
<td>Microsoft 365 on non-Surface devices</td>
</tr>
</tbody>
</table>

INCREASES ROI BY 11%

- 112% ROI on Surface
- 101% ROI on non-Surface

IMPROVES THE EMPLOYEE EXPERIENCE

- 76% Agree that M365-powered Surface devices improves employee retention.
- 75% Agree that M365-powered Surface devices improves employee satisfaction.
- 71% Agree that M365-powered Surface devices position their organization as a top employer.
Productivity Benefits Of Using Microsoft 365 On Surface

Forrester’s analysis of survey responses and customer interviews found the following three-year financial impact and productivity gains for Microsoft 365 with Surface.

**DRIVING PRODUCTIVITY WITH MICROSOFT 365 AND SURFACE**

"Microsoft 365-powered Surface devices have greatly eased access to critical information and content in the field, improving our sales function and helping us drive growth."

*Survey respondent*

**THREE-YEAR FINANCIAL VALUE OF PRODUCTIVITY BENEFITS WITH SURFACE**

- **Improved user productivity**: $9.6M
- **Enhanced teamwork**: $3.2M
- **Enhanced mobility**: $2.8M
- **Creative work efficiencies**: $1.1M
- **Faster decision making**: $298K

**WORKER PRODUCTIVITY IMPROVEMENTS AS A PERCENT OF THE AVERAGE 40-HOUR WORK WEEK**

- **12%**: Workers gained nearly five hours of weekly productivity gains on common tasks and processes.
- **8%**: Enhanced teamwork capabilities saved workers over three hours per week.
- **11%**: Enhanced mobility and secure access saved mobile workers over four hours per week.
- **5%**: Streamlined creative tasks saved creative workers 27 minutes per day.

**ROI**

- 112%

**NET PRESENT VALUE (NPV) PER USER**

- $7,420

**PAYBACK**

- 16 months

This document is an abridged version of a case study commissioned by Microsoft titled, “Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface”, May 2018.
Modern Management Of Microsoft 365 And Surface

Forrester’s analysis of survey responses and customer interviews found the following benefits for security and IT device management using Microsoft 365 with Surface.

“We used to provision applications and configure devices and security settings at the device level. Now, with Microsoft 365 and Surface, this process is very simple. We can configure, monitor, and enable or disable features remotely from a centralized point of control.”

Managing director, financial services

THREE-YEAR FINANCIAL VALUE OF MODERN MANAGEMENT BENEFITS

- DEVICE AND APPLICATION PROVISIONING SAVINGS
  - 2.5 hours per application
  - Reduction in help desk calls
  - 25 minutes per device
  - Reduced application provisioning labor
  - Reduced configuration and deployment labor

- ADDITIONAL SECURITY AND IT BENEFITS
  - $934K
  - $687K
  - $151K
  - Reduction in security breaches
  - Device and application provisioning savings
  - Reduction in help desk calls
  - 86%
  - Reduction in help desk calls for password resets.
  - 80%
  - Reduction in security breach costs.
  - 50%
  - Reduction in annual security breaches volume.
  - 15%
  - Reduction in device and application performance tickets.

112% ROI
$11.1M NPV
16 month PAYBACK

This document is an abridged version of a case study commissioned by Microsoft titled, “Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface”, May 2018.