

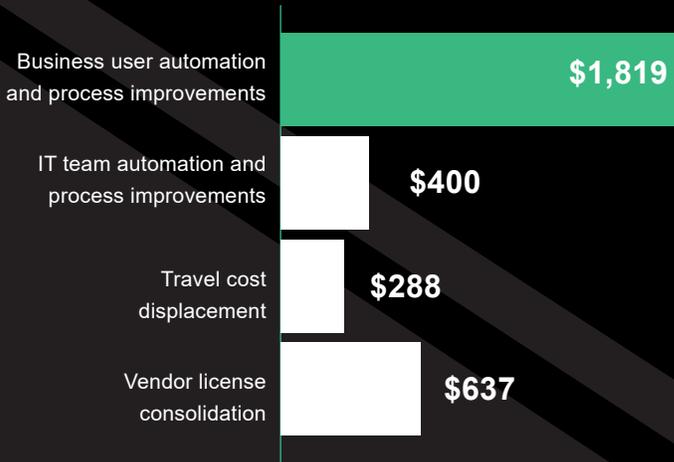
The Total Economic Impact™ Of Microsoft 365 For Business

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Microsoft 365 for business plans include Microsoft 365 Business Premium, Microsoft 365 Business Standard and Microsoft 365 Business Basic with services and access to Microsoft solutions varying by plan. Through nine customer interviews and data aggregation, Forrester concluded that Microsoft 365 for business has the following three-year financial impact.

SUMMARY OF BENEFITS PER USER

Three-year risk-adjusted



NPV

\$1,948 per user



ROI

163%



PAYBACK

<6
months

MICROSOFT 365 BY THE NUMBERS



Improved business user productivity by 1 hour/week per employee, and IT teams 4 hours/week per team member



Avoided \$29 per employee per month on technology costs



Reduced travel costs by \$900 annually per traveling employee

VOICE OF THE CUSTOMER

“We moved a lot of our team to remote home offices. [With Microsoft 365] we haven’t missed a beat with communication either in the office or having people work remotely.”



Partner, human resources, Microsoft 365 Business Premium

“With Covid-19 we had to switch directions quickly and we weren’t prepared. We had to race to get into e-commerce stores. Without a doubt, Teams helped us effectively launch and get there 50% faster”

CIO, technology, Microsoft 365 Business Standard

“Having our own custom domain and e-mail is nice. It gives small businesses the look and feel of an enterprise company.”

Founder, non-profit, Microsoft Business Basic



Read the full study

This document is an abridged version of a case study commissioned by Microsoft titled: The Total Economic Impact Of Microsoft 365 For Business (Microsoft 365 Business Basic, Microsoft 365 Business Standard, and Microsoft Business Premium), December 2020.

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For more information on [Microsoft 365 for business](#)

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