

FORRESTER®

Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface

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Agenda

- › *Introduction & setting the stage*
- › *What is TEI*
- › *Executive summary*
- › *Analysis: customer journey and results*
- › *Financial summary*
- › *Question and answer*

Please note:

This slide presentation is an abridged, graphical, and complementary representation of a case study.

For a full explanation of methodology and details on model calculations, please refer to the full case study (Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018)

Setting The Stage

Surface: Designed for the Modern Workplace

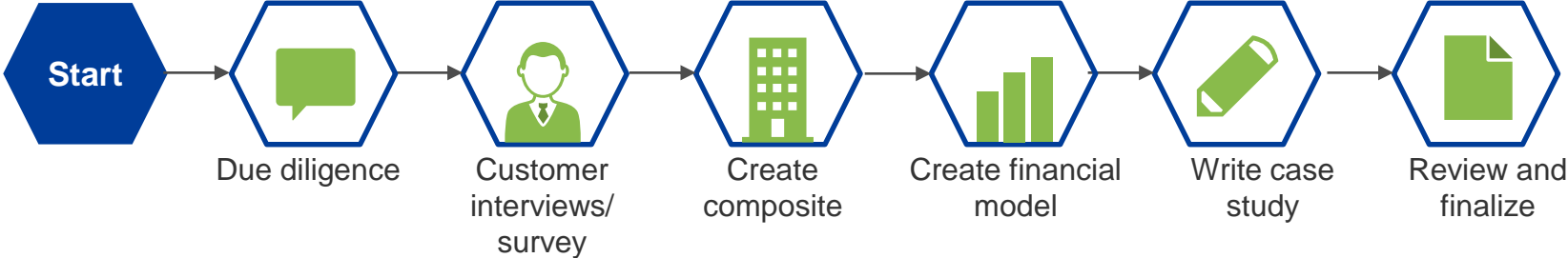
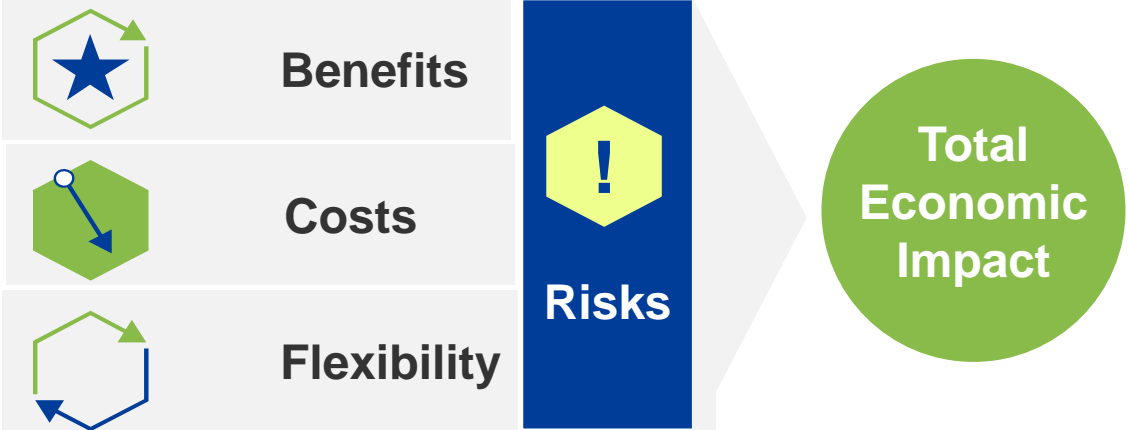
Introduction

- In April 2018 Forrester published it's research paper:
“Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface.”
- This study built on an existing Microsoft 365 TEI study and calls out how Surface adds value to Microsoft 365 environments.
- The results of the study have been incorporated into the FY19 Surface commercial narrative.
- Surface will be incorporated into the marketing GEP efforts online.

What Is TEI

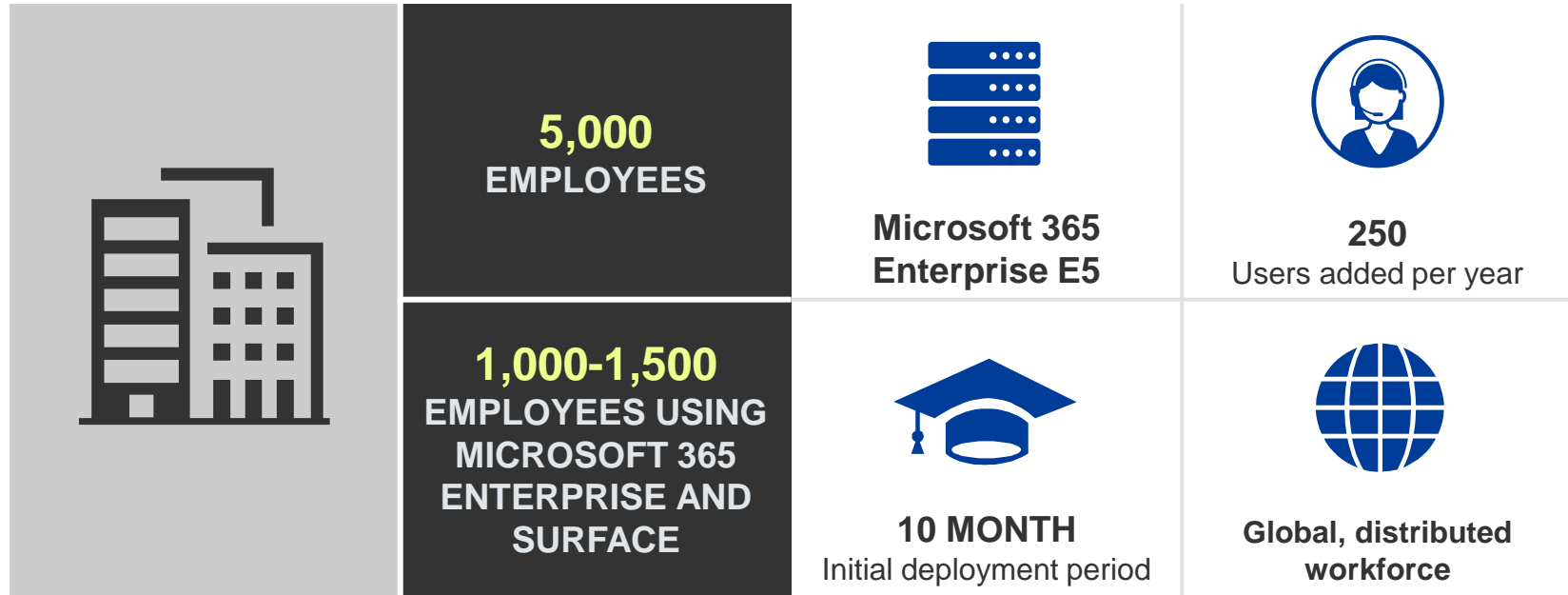
Background and methodology

The objective of the TEI framework is to identify all of the factors that affect an investment decision



Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Forrester created a composite organization representative of customer respondents



Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Disclosures

The audience should be aware of the following:

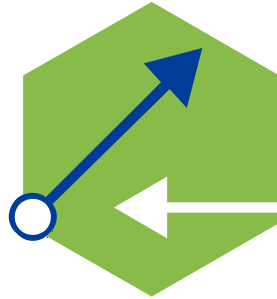
- › This document is an abridged webinar version of a full case study (Forrester Total Economic Impact Study: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018).
- › The study is commissioned by Microsoft and delivered by the Forrester Consulting group.
- › Forrester makes no assumptions as to the potential return on investment that other organizations will receive. Forrester strongly advises that readers should use their own estimates within the framework provided in the report to determine the appropriateness of an investment in Microsoft 365 Enterprise with Microsoft Surface.
- › Microsoft 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.
- › Forrester does not endorse Microsoft.

Executive Summary

High-level findings

Forrester has determined the following three-year impact

Based on an analysis of Microsoft 365 Enterprise and Surface customer feedback and quantified benefit, cost, risk, and flexibility factors.



ROI on Surface

112%

ROI on non-Surface

101%

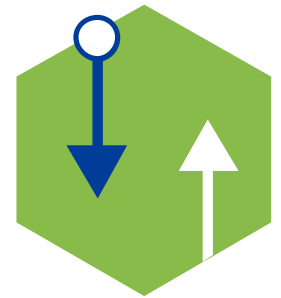


NPV PER USER

\$7,420

Increase in NPV per user on Surface

\$2,720



PAYBACK

16 months

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Analysis

Customer journey and key results

Forrester interviewed two organizations and surveyed 308 decision makers across seven countries

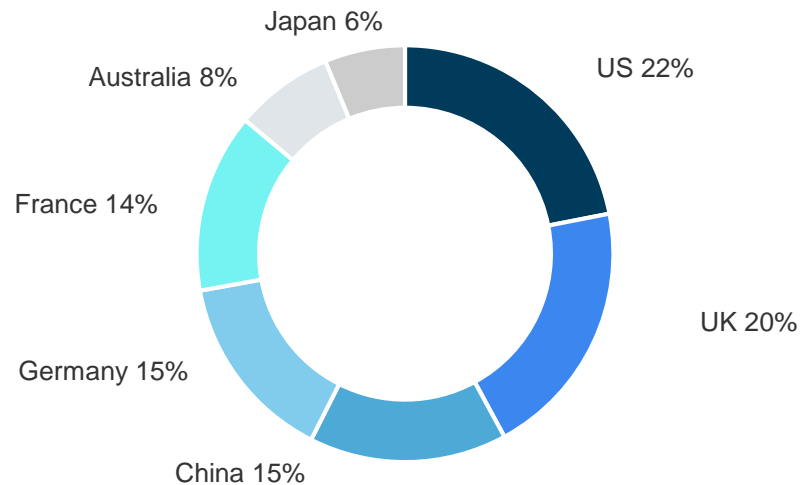
COMPANY #1

- 2,500 Microsoft Surface and Microsoft 365 Enterprise E5 users



COMPANY #2

- 1,000 Microsoft Surface and Microsoft 365 Enterprise E5 users



Base: 308 Global Microsoft 365 Powered Surface device users

Source: A commissioned study conducted by Forrester Consulting on behalf of Microsoft, January 2018

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

The customers shared experiences before and after using Microsoft 365 Enterprise with Surface

The Customer Experience

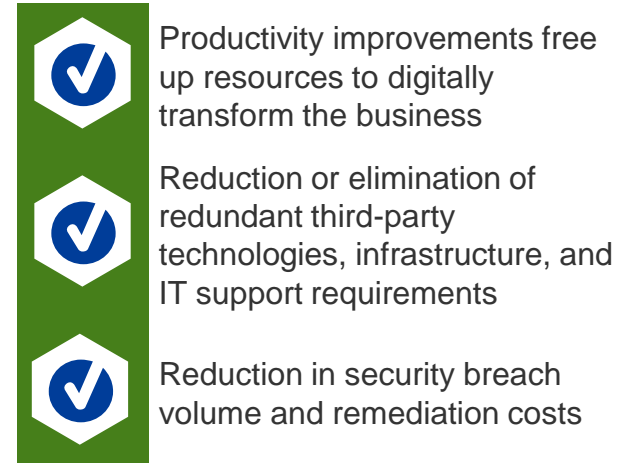
KEY DRIVERS



OBJECTIVES



IMPACT



Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Interviewees and survey respondents shared the following key results from the investment

“Our wealth managers are constantly collaborating with the trade desk, and Microsoft 365 powered Surface devices make it easier for them to navigate information and communicate with the team.”

Managing Director, Financial Services



“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

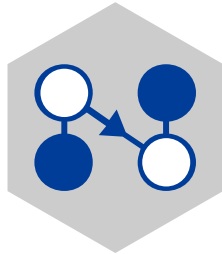
Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Microsoft Surface grows the business value and ROI of Microsoft 365



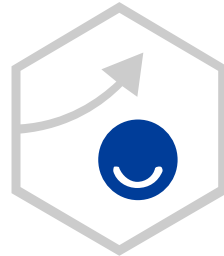
Improved Productivity

- **5 hours** in weekly savings per user
- **12%** of the average work week



Boosts Creativity

- **2 hours** in weekly savings for creative workers
- **5%** of the average work week



Streamlines Teamwork

- **3 hours** in weekly savings per user
- **8%** of the average work week



Enables Mobility

- **4 hours** in weekly savings per user
- **11%** of the average work week



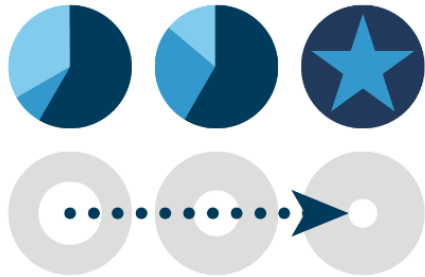
Inspires Modern IT

- **80% reduction** in security breach costs
- **15%** reduction in device and application performance tickets

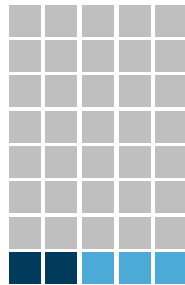
Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Microsoft 365 + Surface: Saves You Time

Improves productivity- \$9.9 PV million over three years



Increased Productivity



Additional hours saved weekly with Surface

Hours per week saved with Microsoft 365

3 additional hours per week saved using Microsoft 365 Enterprise on Surface

Faster Decision Making

21% faster time-to-decision with Microsoft 365 + Surface

18% faster time-to-decision with Microsoft 365

15% increase in decision making speed

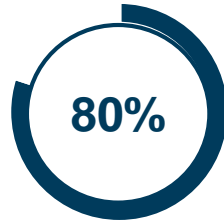
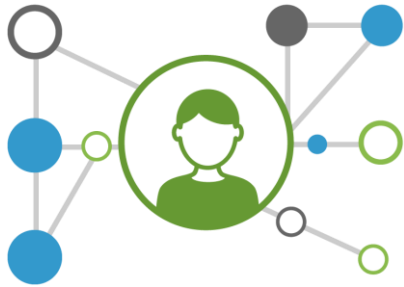


Total users	Hourly compensation	Total time saved per week	Productivity capture	Risk adjustment
1,000 users in year 1 increasing by 250 per year	\$42.50/hour	5 hours	50%	▼ 25%

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Microsoft 365 + Surface: Boosts Creativity

Boosts creativity- \$1.1 million PV over three years



Of survey respondents indicated that Microsoft Surface + Microsoft 365 helped employees be more creative.



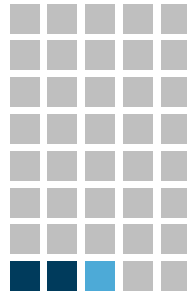
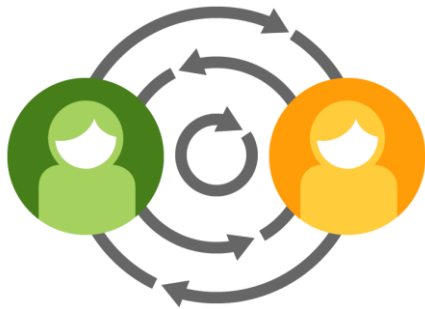
2 hours per week saved on creative tasks

Creative users	Hourly compensation	Total time saved	Productivity capture	Risk adjustment
25% of total user base (250 in year 1)	\$42.50/hour	5%	50%	▼ 25%

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Microsoft 365 + Surface: Streamlines Teamwork

Streamlines teamwork- \$3.5 million PV over three years



Additional hours saved weekly with Surface

Hours per week saved with Microsoft 365

1 additional hour per week saved using Microsoft 365 Enterprise on Surface



11% reduction in product development costs with Microsoft 365 + Surface

10.2% reduction in product development costs with Microsoft 365

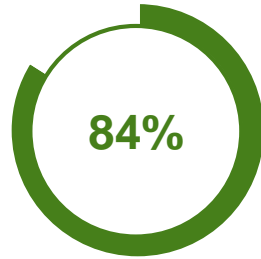
9% increase in product development cost savings using Microsoft 365 on Surface

Highly collaborative users	Hourly compensation	Total time saved per week	Productivity capture	Risk adjustment
50% of total users	\$42.50/hour	3 hours	50%	▼ 25%

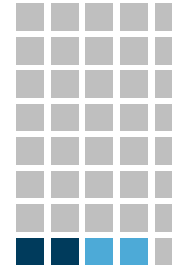
Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Microsoft 365 + Surface: Enhances Mobility

Enhances mobility- \$2.8 million PV over three years



Believe Surface and M365 has made employees more productive in mobile settings.



Additional hours saved weekly with Surface

Hours per week saved with Microsoft 365

2 additional hours per week saved using Microsoft 365 Enterprise on Surface

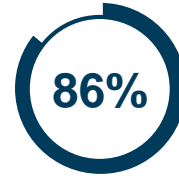
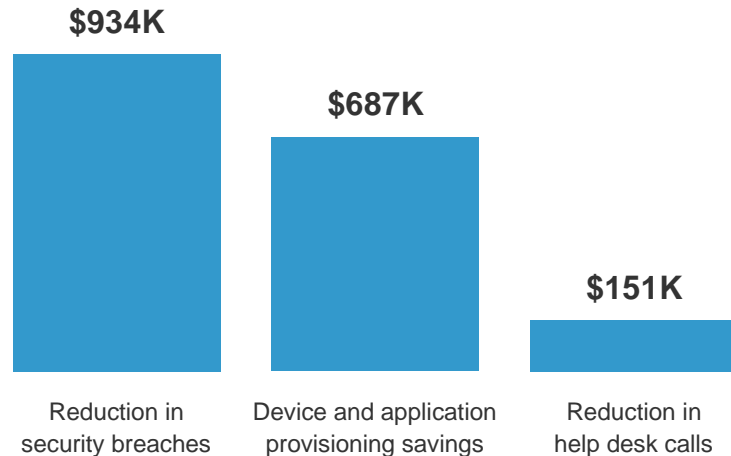
Mobile users	Hourly compensation	Total time saved per week	Productivity capture	Risk adjustment
1/3 of total users	\$42.50/hour	4 hours	50%	▼ 25%

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

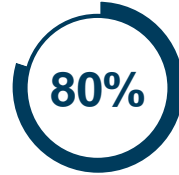
Microsoft 365 + Surface: Inspires Modern IT

Inspires modern IT: \$3.7 million PV over three years

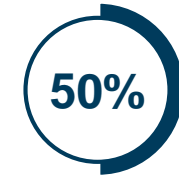
THREE-YEAR FINANCIAL VALUE OF MODERN MANAGEMENT BENEFITS



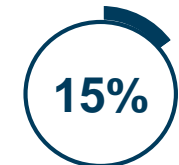
Reduction in help desk calls for password resets.



Reduction in security breach costs.



Reduction in annual security breach volume



Reduction in device and application performance tickets



\$1.9 million
three year
savings from
technology
costs, devices,
infrastructure,
and IT support
requirements.

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Improves The Employee Experience



76%

Agree that M365 powered Surface devices improve employee retention



75%

Agree that M365 powered Surface devices improved employee satisfaction



71%

Agree that M365 powered Surface devices position their organization as a top employer

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

Customers incurred 3 categories of cost to use Microsoft 365 Enterprise with Surface Devices



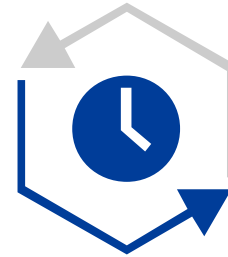
Surface Device & Microsoft 365 Licensing Costs

- **\$4.1M PV over 3-years**
- Surface device procurement
- End-of-life device costs
- Microsoft 365 licenses per device & enterprise



Implementation & Training Costs

- **\$4.8M PV over 3-years**
- FTE & LOB resources
- Internal pilot & implementation efforts
- Professional services



Ongoing System Administration Costs

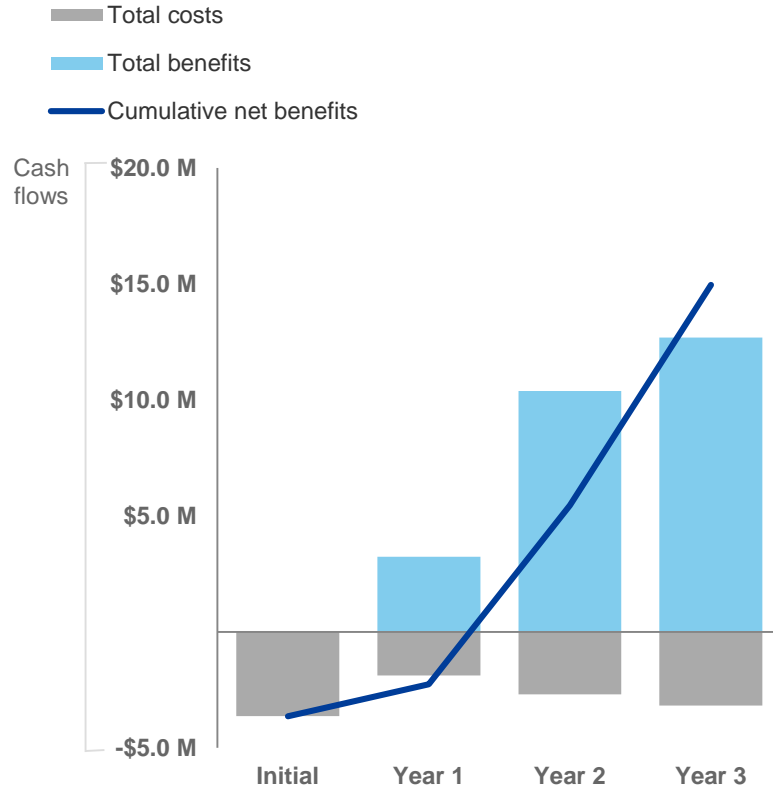
- **\$1.0M PV over 3-years**
- FTE resources
- Incremental bandwidth
- System administration

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018

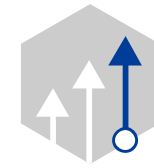
Financial summary

Three-year model

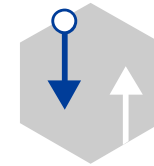
Three-year model summary results



ROI
112%



NPV
\$11.13 million



Payback
16 months

Source: Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, May 2018