

# The Total Economic Impact™ Of Microsoft 365 For Business

After interviews with nine representatives and a survey of 145 decision-makers, Forrester aggregated the data and concluded that Microsoft 365 for Business has the following three-year financial impact on a SMB composite organization.

## SUMMARY OF BENEFITS

### Three-year risk-adjusted

Savings on retired legacy solutions and systems

**\$297.0K**

Business users automation and process improvement

**\$519.4K**

IT specialist productivity lift

**\$96.7K**

ROI  
**223%**

NPV  
**\$613K**

PAYBACK  
**<6 months**

“Microsoft 365 is an integrated platform that does everything from the cloud all the way to the endpoint. So it being entirely a standardized solution helped tremendously, [compared with] a very diverse and non-standardized work environment”

**IT DIRECTOR,  
MANUFACTURING AND MATERIALS**

## BUSINESS USER PRODUCTIVITY LIFT



**58%**

Time saved on system updates



**92%**

Time saved on file storage



**87%**

Time saved on software installation



**35%**

Time saved on file retrieval



**35%**

Time saved on system login



**35%**

Time saved on in-person meetings

## VOICE OF THE CUSTOMER

“Being able to share a file and share the updates so everybody has the latest and greatest file is fundamental for team collaboration. Microsoft 365 brought the efficiency of having the most updated information in a centralized location. It was very beneficial to them. The productivity lift is 10% to 15%, conservatively; [it might] even be 20%.”

**IT DIRECTOR, MANUFACTURING AND MATERIALS**

“In the past, we used alternative conferencing solutions. But I think Teams is much more capable, [and it’s] easier to chat. People are more familiar with it, and I think it’s easier to use and cheaper. The alternatives are either expensive or not as professional as Teams. They don’t have the capabilities of Teams, which has more security and corporate usage designs.”

**IT MANAGER, TRANSPORTATION AND LOGISTICS ORGANIZATION**

“We built an automated workflow for joiners, movers, and leavers. Almost the entire process is automated ... The administrative work is reduced by about 75% to 80%.”

**IT OPERATION MANAGER, STAFFING AND RECRUITING**

Commissioned by:



This document is an abridged version of a case study commissioned by Microsoft titled: The Total Economic Impact Of Microsoft 365 For Business, February 2025.

**Read the full study**