

The Forrester Total Economic Impact of Microsoft Teams

Customer Challenges



Supporting global growth and collaboration across multiple locations and time zones



Innovating better and faster in an increasingly competitive marketplace



Enabling mobile employees to be more productive and better connected



Providing integrated collaboration solutions that scale, safeguard information, and ensure compliance



Summary of Teams Benefits



NPV
27.1M



ROI
832%



Payback period
<6 months

NPV Analysis

3-Year Benefits: **\$30.3M**

Information worker collaboration time savings

\$14.4M

More effective & efficient meetings

\$6.9M

Application switching time savings

\$4.8M

Reduced employee turnover & onboarding costs

\$1.4M

Working with outside organizations time savings

\$759.5K

Reduced communication & collaboration solution costs

\$648.7K

Firstline worker collaboration time savings

\$501.2K

Faster time-to-decision

\$451.3K

3-Year Costs: **\$3.3M**

Allocated Microsoft 365 licenses

\$1.8M

Internal effort

\$1.1M

Deployment and migration professional services

\$348.5K

"Teams is a cohesive environment where a user has access to everything in one place."

—GM, telecoms

Qualitative Benefits & Additional Impact

4 hrs/wk

are saved by information workers through improved collaboration and information sharing

17.7%

improvement of time-to-decision made by decision makers

150 trips

average number of overnight trips replaced with online meetings by Year 3

88%

of survey respondents felt "having all of our solutions in one place saves time"

45 minutes

per week are saved by firstline workers collaborating with colleagues

18.9%

reduction in meetings each week

"Moving everyone to Teams elevates collaboration."

—Manager, technology



[Click here to read the full study](#)



[Click here to learn more about Teams](#)

This document is an abridged version of a case study commissioned by Microsoft titled: "The Total Economic Impact of Microsoft Teams, April 2019"