Microsoft Collaboration Solutions

The economic benefits of Microsoft Teams

Microsoft recently commissioned Forrester Consulting to conduct a Total Economic Impact™ study to examine the potential return on investment (ROI) enterprises may realize by adopting Microsoft Teams. Let's take a look at some of the savings — both in cost and time — your company could realize.

Fewer meetings? Yes please!

Microsoft Teams reduces the need for meetings by improving day-to-day collaboration and keeping groups connected

- On average, employees attend three meetings per day, and spend 8.6 minutes setting up each meeting.

- Teams reduced the number of daily meetings by 17.3% and even more for organizations with more than 20,000 employees.

Reduce your communication and calling costs

Microsoft Teams replaces costly existing collaboration solutions.

- Phase out traditional calling services and save USD250,000 on on-premises communication solution refreshes and upgrades, as well as USD25,000 ongoing maintenance costs.

- Teams easily replaces standalone web conferencing solutions, saving USD80,000 per year.

- Spend less on long-distance charges and mobile phone reimbursements by moving calls to Teams.

Improved document collaboration saves considerable time

Real-time document collaboration, saves times and frustration – about 1.5 hours per week.

- Better document and coworker search saves 7.8 minutes per day.

- Improved version control saves 18.9 minutes per day or over 1.5 hours per week.

- Conversation search saves 20.9 minutes per day.

Save time while maintaining focus

Teams is a central location where users can access many features, information sources and colleagues.

- The average user receives 89 emails per day; Teams reduces this by 17.3%.

- Information workers save 15 minutes per day and first-line workers save five minutes per because they no longer need to switch between multiple apps.

- First-line workers save nine minutes per day collaborating and communicating with people in their direct teams and other parts of the organization.

Reduce employee turnover and onboarding costs

An engaged workforce and collaborative culture makes for satisfied employees.

- Companies using Microsoft Teams found their turnover rate across all employees decreased from 11.8% to 11.4%.

- Onboarding and training costs for new hires was reduced by USD1,500 per employee.

Improve decision making

Tracking down information and answers is easier with Microsoft Teams.
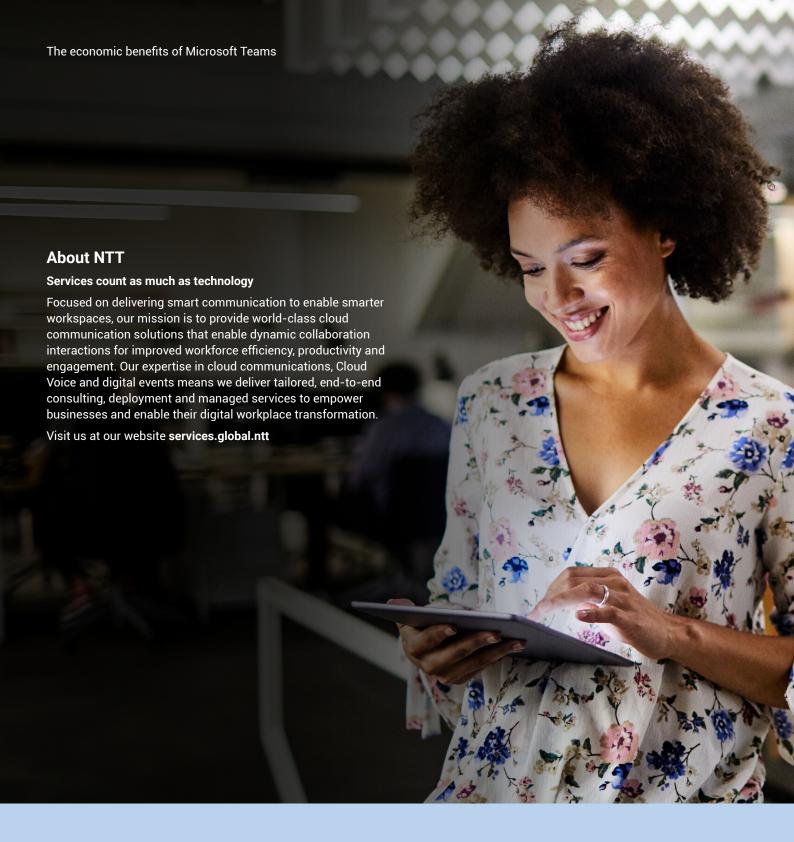
- 500 users are regularly involved in decision-making activities that require gathering information from and consulting with colleagues.

- Employees spend 60 minutes per day on decision-making discovery, which Teams reduces by 17.7%.

Improve off-site productivity

Companies use Teams to improve how employees communicate and work with users outside their organization, including prospects, customers and partners.

- Workers spend — on average — 11.9 hours per week working with outsiders.

- Improved collaboration with Teams reduces time spent connecting with outsiders by 18.4%, or 2.2 hours per week.

About NTT

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Start your digital transformation journey

Download the full Forrester Total Economic Impact Report

Learn more about Microsoft Teams at arkadin.com

Contact us to learn about conducting a Teams Readiness Assessment