

The Total Economic Impact™ Of Microsoft Unified Support

FORRESTER®

Through data aggregated from six customer interviews and a survey of 55 IT executives and decision makers, Forrester concluded that Microsoft Unified Support has the following three-year financial impact.

“Time is money, and Unified Support has enabled us to embrace the cloud and become much faster everywhere. We updated our entire Microsoft stack over the past year and we’re no longer banging our heads against the wall when there’s a problem we can’t solve.”

*Senior manager of engineering,
legal services*



MICROSOFT UNIFIED SUPPORT BY THE NUMBERS



65% reduction in downtime events.



100% eliminated costs of engineer-led Microsoft risk assessments.



\$70K IT productivity saved by adding support users per year.



30.5% additional support tickets submitted per user.



100% avoided costs of Microsoft product training.

VOICE OF THE CUSTOMER

“With Unified Support, we were able to significantly reduce our downtime. For example, we’ve used the on-demand risk assessments to identify configuration changes that we needed to do, which in turn has helped stabilize our environment.”

IT manager, retail

“Having access to experts who can evaluate our Microsoft tools and help us with our Microsoft-related projects is invaluable. Not only do they provide the services, they also help educate us along the way so that we’re always following the best practices.”

Chief information officer, financial services