

# The Total Economic Impact™ Of Microsoft Unified Support

Based on four interviews and 210 surveys, Forrester constructed a TEI framework, a composite company. Forrester concluded that Microsoft Unified Support has the following three-year financial impact.



ROI  
**253%**



BENEFITS PV  
**\$1.7M**



NPV  
**\$1.21M**

“

We had decided on cloud-first as our model even before the pandemic. The work agility of this model just reinforced what we wanted to do – and Unified Support helped us accelerate our digital transformation.

CTO, Global professional services

”

## Unified by the numbers

BENEFITS  
with Unified Support

**35%** Faster cloud migrations



**70%** Reduction in downtime for internally facing applications



**80%** Faster time to resolution during critical downtime



**9.4%** More efficient IT management of cloud operational processes



**67%** Reduction in critical downtime events



**94%** Positive ratings



CHALLENGES OVERCOME  
with Unified Support

“The proactive stance means our configurations and setups are optimized, the vulnerabilities addressed, and the resiliency built in.”  
IT support director, Manufacturing

“As we get more mature in completing our journey to the cloud, I don't see support ramping down at all. If anything, I see the opposite. Once we have all the parts in place there is going to a greater need for engineering and support across this spectrum, as well as the expansions based on what projects and programs we look at next.”  
CTO, Global professional services



Read the full study

This document is an abridged version of a case study commissioned by Microsoft titled: The Total Economic Impact Of Microsoft Unified Support, June 2022.

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