FORRESTER®

The Total Economic Impact™ Of Windows Autopatch

KEY STATISTICS

REDUCED LABOR FOR UPDATES:
- **Quality: 45%**
- **Feature: 95%**

REDUCED LABOR FOR COMPLIANCE AND REPORTING
Up to 80%

ACHIEVE CONSISTENT PATCH SUCCESS RATE
95%+

PROJECTED NET PRESENT VALUE
$488K - $1.6M
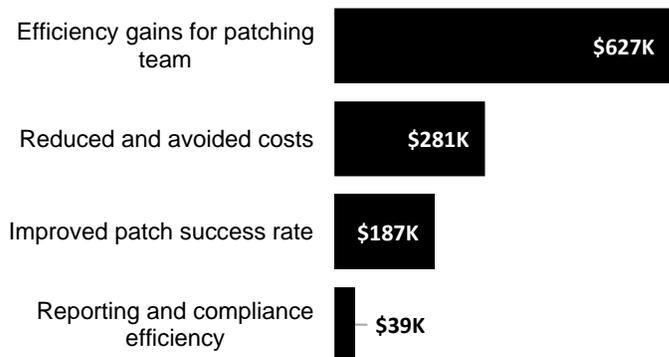
Windows Autopatch is a cloud service that automates monthly quality updates, feature updates, and zero-day patches for the Windows operating system (Windows OS) and M365 applications. Microsoft offers Windows Autopatch at no additional cost for organizations with Windows E3/E5 licenses, and devices that leverage Azure active directory (Azure AD) and Microsoft Intune are eligible for enrollment. Once an organization is onboarded and enrolls its devices, Windows Autopatch automatically creates multiple progressive deployment rings and applies the latest updates according to the organization's custom configuration and Microsoft best practices.

Microsoft commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential benefits and costs enterprises may realize by deploying Windows Autopatch.[1] To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed 10 representatives with experience using Windows Autopatch. For the purposes of this study, Forrester aggregated the interviewees' experiences and combined the results into a single composite organization that is a global, multibillion dollar conglomerate with 8,000 FTEs.

> **"By making sure that our software is current, there are fewer vulnerabilities and threats for those devices. It reduces that security gap for us."**
>
> *CISO and chief data protection officer, digital services*

Projected Benefits Mid-case Scenario (Three-Year)

Efficiency gains for patching team	$627K
Reduced and avoided costs	$281K
Improved patch success rate	$187K
Reporting and compliance efficiency	$39K

READ THE FULL STUDY

Quantified projected benefits. Three-year, risk-adjusted present value (PV) quantified benefits for the composite organization include:

- **Efficiency gains for the patching team saves $848,000.** Interviewees noted that Windows Autopatch automated many of the processes involved with monthly quality updates, annual feature updates, and zero-day patches.

  With Windows Autopatch, the composite organization expects to reduce manual effort related to monthly quality updates and zero-day patches by between 20% and 45% and reduce the manual effort associated with feature updates by between 50% and 95%.

- **80% efficiency gain for IT teams in reporting compliance regarding patching.** Windows Autopatch enables self-service reporting, reducing the number of ad hoc requests. With a centralized dashboard, managers and teams gain the ability to access an array of reports to solve problems efficiently.

  An IT enterprise architect and head of global deployment services in the pharmaceutical industry said: "Working towards that 99% success rate is important. The hidden security benefit of this is those issues that cause noncompliance are much easier to address and resolve with Windows Autopatch's reporting, so we have fewer vulnerabilities."

- **13 percentage point increase in patch success rate, reduced disruptions to end users, and reduced number of help desk tickets.** Interviewees said that with Windows Autopatch, their organizations achieved higher patch success rates in less time and with less effort from IT teams as compared to with their prior solutions. This reduced vulnerabilities and improved security postures.

  Additionally, end-users experience fewer disruptions and generate fewer help desk tickets.

> **"We used to have to stage it. We used to have to communicate. We used to have to do all these different things when we did it [with Configuration Manager]. Now, with Windows Autopatch, we basically let it look after itself."**
>
> *IT infrastructure architect and strategic lead, government*

> **"Windows Autopatch gives us the ability to document and prove that our patching is up to date. We can see it running in the dashboard, we know it's working, and — if we want — we can set up an automated report and push it to the assessment team."**
>
> *Hardware network manager, government*

> **"We want to make sure that we are hitting full compliance each month, and we want to be able to get this stuff out as quickly as we can. [Windows] Autopatch gives us that visibility and the reliability of getting better patch results than we've had before."**
>
> *Manager of computing solutions, chemicals*

- **Savings of nearly $470,000 from reduced use of prior solutions and on-prem infrastructure.** Interviewees said that after implementing Windows Autopatch, their organizations were able to retire prior solutions and infrastructure to different extents.

- A CISO and chief data protection officer for a digital services company said, "We are paying a significant amount for our prior solution, and 90% of the cost is related to patching. With Windows Autopatch, I only need licenses for the remaining 10%. So, there will potentially be significant cost savings."

Costs. There were no additional costs associated with Windows Autopatch. Organizations already had the resources in place to enroll devices and manage the solution:

Unquantified Benefits

Interviewees mentioned the following additional benefits that their organizations experienced but were not able to quantify:

- **Improved security posture.** Interviewees said Windows Autopatch helps protect their organizations against possible vulnerabilities by regularly applying Windows quality updates to endpoints and that Windows Autopatch greatly reduces the number of vulnerabilities at any given time. An IT enterprise architect and head of global deployment services in the pharmaceutical industry stated: "[Windows Autopatch is essential to] ensuring [our] devices [are] protected, up to date, and [that] all the vulnerabilities identified and addressed [are] part of the Zero Trust network architecture we're trying to implement."

- **Shift in decision-making for patching to Microsoft.** Interviewees said their organizations have been able to defer the management of their patching and compliance processes to Microsoft. This greatly reduced pressure on IT teams and decision-makers and let them increase focus on

improving business and other tasks that would be neglected due to limited resources. An IT enterprise architect and head of global deployment services in the pharmaceutical industry said, "What attracted me to [Windows] Autopatch was the management from the Microsoft side [and] having that set of people from Microsoft monitoring it and watching over it."

Flexibility

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement Windows Autopatch and later realize additional uses and business opportunities, including:

- **Significant additional patching-team efficiency gains due to support for OS upgrades, additional Microsoft products, and support for third-party applications.** Interviewees said they are excited about the prospect of using Windows Autopatch for upgrading from Windows 10 to Windows 11, and they said that once possible with Windows Autopatch, this will save their organizations significant amounts of time and effort. They also said including more Microsoft or Windows products would expand use cases and generate additional efficiency.

- **Improved visibility and response time for security teams.** As the interviewees' organizations get more comfortable using Windows Autopatch and explore its visibility and reporting capabilities, security teams can take advantage of the data Autopatch collects and reports to ensure vulnerabilities are properly patched and managed. They can also use data and reporting to aid in investigations and compliance audits.

  Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [full TEI study.](#)

Appendix: Endnotes

---

[1] Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.