

NEW TECH

# New Technology: The Projected Total Economic Impact™ Of The Microsoft Intune Suite

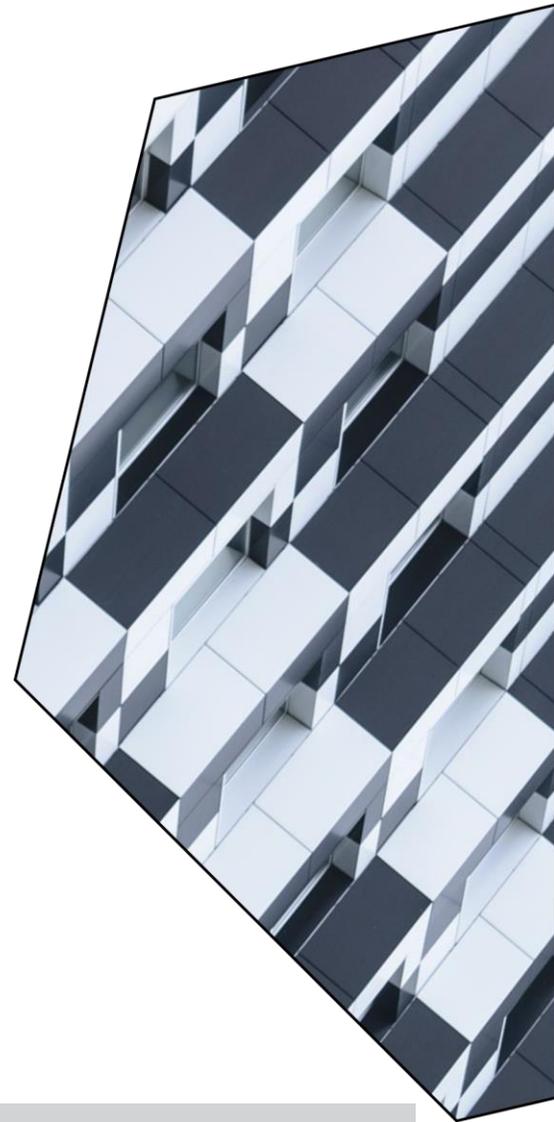
Cost Savings And Business Benefits  
Enabled By The Intune Suite

MARCH 2023

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### ABOUT FORRESTER CONSULTING

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## Executive Summary

Security and IT teams often find themselves trying to balance two competing goals: keeping end users happy and productive, and securing their organizations against the increasing threat of cyberattack. In many cases, they are trying to accomplish these goals with a patchwork of endpoint management and security tools from multiple vendors. The Microsoft Intune Suite can save organizations money, improve productivity, and lower security risk by providing an integrated solution to replace those disparate tools.

The [Microsoft Intune Suite](#) is an integrated suite of tools that extend the capabilities of the Microsoft Intune endpoint management solution. Initial modules include Remote Help, advanced application management, advanced endpoint analytics, Endpoint Privilege Management, Tunnel for Mobile Application Management, and cloud-based certificate management. Additional modules will be available in the suite in future. While each module can be licensed separately, maximum cost savings and integration benefits accrue when organizations license the entire suite.

Microsoft commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying the Intune Suite.<sup>1</sup> The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of the Intune Suite on their organizations.

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed 14 representatives at six organizations with experience using the Remote Help module of the Intune Suite (the first module released).

Interviewees noted that prior to using the Intune Suite, their organizations' teams struggled to fill scenario gaps in their endpoint management capabilities. Attempting to meet these objectives often involved licensing targeted solutions from

### KEY STATISTICS



Projected return on investment (ROI)  
**55% - 182%**



Projected net present value (NPV)  
**\$1.8M - \$6.1M**

multiple vendors, as well as developing in-house solutions.

But this approach led to excessive licensing fees, vulnerabilities and extra work related to integrating multiple solutions, and heightened risk of outages or poor device performance for end users.

Interviewees said that after their organizations' investments in the Intune Suite, they expect to lower their firms' overall licensing costs by consolidating vendors, improve IT and end-user productivity, and lower the risk of breaches.

For the purposes of this study, Forrester aggregated the interviewees' experiences and combined the results into a single [composite organization](#) that is a multinational financial services company called Diligence Bank. The bank has 10,000 employees and annual revenues of \$3 billion.

**KEY FINDINGS**

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

- **\$3.6 to \$5.2 million in savings by consolidating legacy software.** By licensing an integrated suite of advanced endpoint management tools, Diligence Bank sunsets six third-party vendor tools and their annual fees as the contracts end over a three-year period.
- **Increased productivity worth \$450,000 to \$1.7 million due to enhanced end-user experience.** With fewer agents on their devices, more reliable access to apps and other cloud services, and a more stable computing experience with fewer crashes, the bank’s hybrid workforce suffers fewer slowdowns while improving productivity.
- **Increase to IT productivity worth \$589,000 to \$1.6 million.** On the back end, Diligence Bank IT professionals reduce the time they spend manually integrating multiple interfaces, enabling faster and better troubleshooting, providing more proactive avoidance of potential endpoint problems, and increasing team innovation.
- **\$595,000 to \$1 million reduction to breach-related costs due to improved security posture.** The Intune Suite reduces vulnerability associated with multiple integrations and interfaces with other Microsoft security platforms. This creates a more secure environment for Diligence Bank’s customers and their data and it better aligns with a Zero Trust strategy.



Time savings for endpoint managers  
**Up to 50%**

**Unquantified benefits.** Benefits that provide value but are not quantified for this study include:

- **Higher job satisfaction.** Cloud-based endpoint management delivered through the Intune Suite enables employees to work wherever is best for them and to put their skills to work.
- **Improved vendor accountability.** With all aspects of endpoint management integrated into one platform, finger-pointing is minimized.
- **Supports overall digital transformation.** Cloud-based endpoint management is a key enabler of the organization’s larger modernization effort.

**Costs.** Three-year, risk-adjusted PV costs for the composite organization include:

- **Intune Suite license fees totaling \$3.1 million over three years.** Diligence Bank pays the published license fee of \$10 per user per month for all six modules of the Intune Suite.
- **\$210,000 in internal costs for deployment and administration.** While implementation and deployment of the technology is simple, Diligence Bank spends internal time training service desk employees plus reviewing and re-configuring policies on the new software while managing legacy software out of the system.

Forrester modeled a range of projected low-, medium-, and high-impact outcomes based on evaluated risk. This analysis projects that the composite organization accrues the following three-year net present value (NPV) with the Intune Suite:

- Projected high impact of a \$6.1 million NPV and projected ROI of 182%.
- Projected medium impact of a \$3.8 million NPV and projected ROI of 113%.
- Projected low impact of a \$1.8 million NPV and projected ROI of 55%.



PROI  
**55% - 182%**



PROJECTED  
BENEFITS PV  
**\$5.2M - \$9.4M**

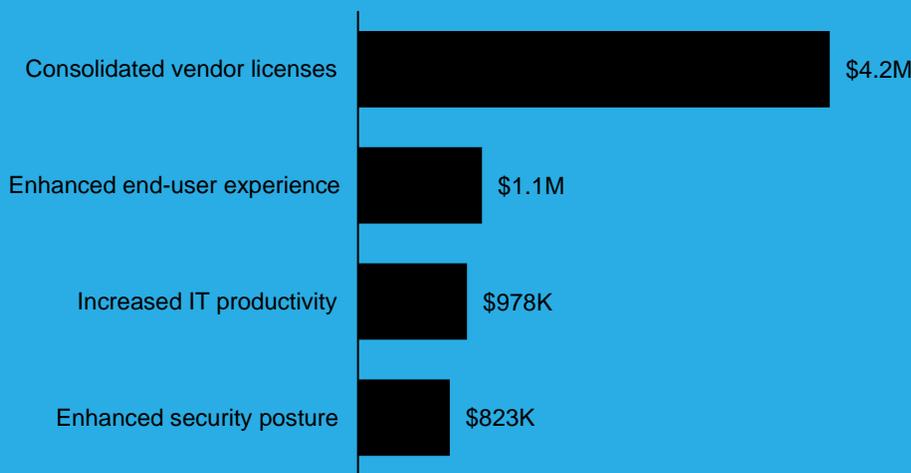


PROJECTED NPV  
**\$1.8M - \$6.1M**



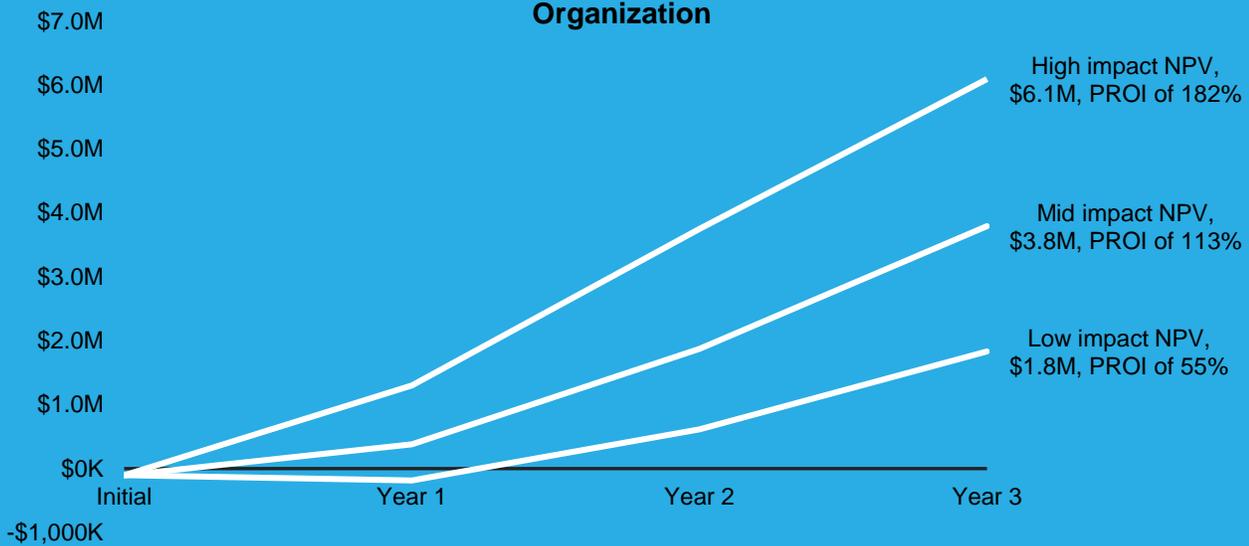
TOTAL COSTS  
**\$3.3M**

### Projected Benefits (Three-Year)



Figures in chart are projections for the mid-case scenario

### Three-Year Projected Financial Analysis For The Composite Organization



## NEW TECH TEI FRAMEWORK AND METHODOLOGY

From the information provided in the interviews, Forrester constructed a New Technology: Projected Total Economic Impact™ (New Tech TEI) framework for those organizations considering an investment in the Microsoft Intune Suite.

The objective of the framework is to identify the potential cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the projected impact that the Intune Suite can have on an organization.

Forrester Consulting conducted an online survey of 351 cybersecurity leaders at global enterprises in the US, the UK, Canada, Germany, and Australia. Survey participants included managers, directors, VPs, and C-level executives who are responsible for cybersecurity decision-making, operations, and reporting. Questions provided to the participants sought to evaluate leaders' cybersecurity strategies and any breaches that have occurred within their organizations. Respondents opted into the survey via a third-party research panel, which fielded the survey on behalf of Forrester in November 2020.

### DISCLOSURES

Readers should be aware of the following:

This study is commissioned by Microsoft and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in Intune Suite.

Microsoft reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Microsoft provided the customer names for the interviews but did not participate in the interviews.



### DUE DILIGENCE

Interviewed Microsoft stakeholders and Forrester analysts to gather data relative to the Microsoft Intune Suite.



### EARLY-IMPLEMENTATION INTERVIEWS

Interviewed 14 representatives at six organizations piloting or evaluating the Remote Help module of the Intune Suite to obtain data with respect to projected costs, benefits, and risks.



### COMPOSITE ORGANIZATION

Designed a composite organization based on characteristics of the interviewees' organizations.



### PROJECTED FINANCIAL MODEL FRAMEWORK

Constructed a projected financial model representative of the interviews using the New Tech TEI methodology and risk-adjusted the financial model based on issues and concerns of the interviewees.



### CASE STUDY

Employed four fundamental elements of New Tech TEI in modeling the investment's potential impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see Appendix A for additional information on the TEI methodology.

# The Microsoft Intune Suite Customer Journey

## Drivers leading to the Intune Suite investment

Interviews			
Role	Industry	HQ region	Revenue
Area lead, digital workplace	Financial services	EMEA	\$8.5B
Technical architect	Financial services	EMEA	\$8.5B
Domain architect, workplace services	Financial services	EMEA	\$18.6B
Lead architect, workplace services	Financial services	EMEA	\$18.6B
Product owner of cloud-managed workplace	Financial services	EMEA	\$18.6B
Lead engineer of end-user devices	Manufacturing	EMEA	\$7.9B
Digital workplace lead	Financial services	EMEA	\$7.8B
Mobility lead	Financial services	EMEA	\$7.8B
Workplace lead and UEM product owner	Financial services	EMEA	\$5.9B
Platform architect, digital workplace services	Financial services	EMEA	\$5.9B
DevOps engineer	Financial services	EMEA	\$5.9B
Solution architect	Financial services	EMEA	\$12.7B
Solution architect	Financial services	EMEA	\$12.7B
Product owner, workplace	Financial services	EMEA	\$12.7B

### KEY CHALLENGES

Before deploying the Intune Suite, interviewees' organizations filled gaps in their endpoint management approaches using both tools they purchased from specialized vendors as well as workarounds they created in-house. Often assembled as a response to the virtually overnight need to provide employees with reliable remote support and security services during the COVID-19 pandemic, those solutions created other problems while addressing the primary issues. To the extent that the organizations' IT teams created their own in-house solutions or workarounds, they represented

suboptimal use of valuable engineering and innovation talent, they were difficult to maintain, and they were often not as reliable as vendor solutions would be if they had the funds to buy them.

In general, the interviewees noted how their organizations struggled with balancing productivity and security in an increasingly hybrid workplace. Some of the challenges they described include:

- Enabling a rapidly expanding remote work environment.** Even after pandemic restrictions were lifted, most of the interviewees' organizations continued to support greatly increased remote work. Interviewees estimated

that between 40% and 80% of their employees work remotely on any given day.

- **Protecting against increasingly diverse and frequent cyberattacks.** As remote access needs increased, so did the number and type of cyberthreats. With gaps in endpoint protection — or at least lack of visibility into their status — IT and security teams had concerns about the safety of their organizations' data.
- **Reliance on IT to manually integrate endpoint management tools.** The organizations took approaches that monopolized scarce technical resources and required increased investment in IT training for tasks such as packaging and deploying third-party app updates, analyzing data from multiple platforms, and creating custom scripts and in-house solutions to fill the gaps.

### INVESTMENT OBJECTIVES

Interviewees said that if affordability wasn't a factor, their organizations would prefer using out-of-the-box, reliable, and well-supported solutions rather than in-house solutions in order to conserve engineering time needed to build and maintain them. They expect better reliability from an integrated suite of products than from their current mixes of single-vendor solutions and they said they believe that will improve end-user experiences. Finally, they each expect to improve their organization's security with a solution from Microsoft that works seamlessly with their company's security solutions and minimizes vulnerabilities due to integrations.

#### KEY ASSUMPTIONS

- **\$3 billion in revenues**
- **10,000 employees**
- **125 service-desk FTEs**
- **250 IT professionals**

**“We created some custom scripts to get the analytics data. It took three of us engineers six to eight months to create the solution, [and we spent] about 80% of our time on that.”**

*Mobility lead, financial services*

### COMPOSITE ORGANIZATION

Based on the interviews, Forrester constructed a TEI framework, a composite company, and an ROI analysis that illustrates the areas financially affected. The composite organization is representative of the 14 interviewees' organizations, and it is used to present the aggregate financial analysis in the next section.

**Description of composite.** Diligence Bank is a global online financial services organization with annual revenues of \$3 billion. Nearly all of its 10,000 employees work remotely at least part of the week, while some are 100% remote. This work environment is supported by 125 service-desk technicians and another 125 IT professionals who address other aspects of the IT environment.

Before deploying the Intune Suite, Diligence Bank used software from six separate vendors to address needs in remote help, privilege management, certificate management, endpoint analytics, advanced application management, and VPN tunnel for mobile.

**Deployment characteristics.** Diligence Bank licenses the complete Intune Suite and begins the process of sunseting its other vendor solutions. In some cases, making this switch is simple and immediate. In other cases, it takes longer to disengage from its contractual obligations.

# Analysis Of Benefits

■ Quantified benefit data as applied to the composite

Total Projected Benefits					
Benefit	Year 1	Year 2	Year 3	Total	Present Value
Total projected benefits (low)	\$1,276,236	\$2,231,742	\$2,891,196	\$6,399,174	\$5,176,827
Total projected benefits (mid)	\$1,896,716	\$3,077,952	\$3,818,110	\$8,792,778	\$7,136,651
Total projected benefits (high)	\$2,910,104	\$4,227,840	\$4,389,248	\$11,527,192	\$9,437,338

## CONSOLIDATED VENDOR LICENSES

**Evidence and data.** The largest and most obvious benefit interviewees described is having the opportunity to sunset the software their organizations currently use and being able to stop paying those licensing fees. The mobility lead at a financial services organization said, “I think that being part of Intune, being part of Microsoft, [and] consolidating would make more sense than going to a third-party vendor.”

Interviewees’ organizations piloted the Remote Help module of the Intune Suite. Some interviewees said their organization had already switched or was in the process of switching from its previous solutions to Intune Remote Help. Others told Forrester it may take their organization longer to make the switch, either because they have contractual obligations or because the software is part of a larger solution that is still needed for other functionality.

While the interviewees said their organizations had not yet had a chance to pilot any of the other modules in the Intune Suite, they were generally very interested in using an integrated solution that would address all these endpoint management issues. The lead engineer of end-user devices at a manufacturing company stated, “We don’t want to build in complexity, and you could say that multiple platforms add complexity.”

**“Our current cloud certificate management solution is just not stable. So, when someone new comes in, their enrollment can fail, and they can have an outage for several hours. I’d expect [that using] a solution that is part of Intune would resolve that issue.”**

*Product owner of cloud-managed workplace, financial services*

Similar to the situation with Remote Help, some interviewees had concerns about the timing of the switch even if their organization did decide to make it.

**Modeling and assumptions.** In order to model this projected benefit for Diligence Bank, Forrester assumes:

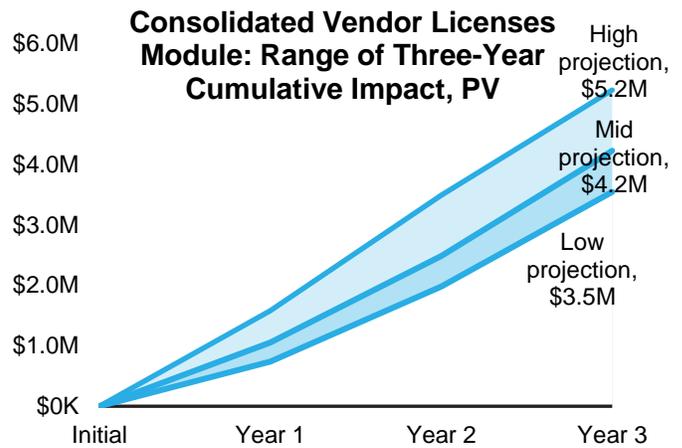
- Before deploying the Intune Suite, Diligence Bank used third-party vendor solutions to address all six of the capabilities in the Intune Suite.
- Based on 10,000 end users, 15,000 total devices (of which 10,000 are laptops/desktops and 5,000

are mobile devices), and 125 service-desk technicians, Diligence Bank pays annual fees of \$2.3 million to these vendors.

- In the low-impact scenario, Diligence Bank saves approximately one-third of those annual fees in Year 1 by sunsetting one or more pieces of legacy software, two-thirds of the fees in Year 2, and 90% of the fees in Year 3. Some or all of the current vendor solutions remain in place at the end of the three-year period.
- In the mid-impact scenario, Diligence Bank replaces 50% of its legacy software in Year 1 and 75% in Year 2, replacing 100% of the current solutions by the end of the model period.
- In the high-impact scenario, Diligence Bank aggressively sunsets other solutions once the

Intune Suite is deployed, and this saves it 75% of its current vendor fees in Year 1 and 100% of the fees in Years 2 and 3.

**Results.** This yields a three-year projected PV ranging from \$3.5 million (low) to \$5.2 million (high).



### Consolidated Vendor Licenses

Ref.	Metric	Source	Year 1	Year 2	Year 3
A1	Remote help legacy vendor fees	Industry research	\$150,000	\$150,000	\$150,000
A2	Advanced application management legacy vendor fees	Industry research	\$180,000	\$180,000	\$180,000
A3	Advanced endpoint analytics legacy vendor fees	Industry research	\$750,000	\$750,000	\$750,000
A4	Tunnel for mobile application management legacy vendor fees	Industry research	\$510,000	\$510,000	\$510,000
A5	Endpoint privilege legacy vendor fees	Industry research	\$525,000	\$525,000	\$525,000
A6	Cloud certificate management legacy vendor fees	Industry research	\$200,000	\$200,000	\$200,000
A7	Subtotal: Legacy vendor fees	A1+A2+A3+A4+A5+A6	\$2,315,000	\$2,315,000	\$2,315,000
A8 <sub>Low</sub>			35%	65%	90%
A8 <sub>Mid</sub>	Annual savings with Intune Suite	Interviews	50%	75%	100%
A8 <sub>High</sub>			75%	100%	100%
At <sub>Low</sub>			\$810,250	\$1,504,750	\$2,083,500
At <sub>Mid</sub>	Consolidated vendor licenses	A7*A8	\$1,157,500	\$1,736,250	\$2,315,000
At <sub>High</sub>			\$1,736,250	\$2,315,000	\$2,315,000

Three-year projected total: \$4,398,500 to \$6,366,250

Three-year projected present value: \$3,545,550 to \$5,230,926

### ENHANCED END-USER EXPERIENCE

**Evidence and data.** Interviewees unanimously identified ways in which they believe the Intune Suite would make life easier and more productive for employees at their organizations.

- The lead engineer of end-user devices at a manufacturing company explained: “I think there’s really big value [in Endpoint Privilege Management (EPM)] for the end user, because our administrative flow for giving privileges is very manual and not very flexible. To build that into one platform and give an end-user experience where they can see what they can and cannot do ... is very valuable for us.”
- Regarding advanced analytics, the mobility lead in financial services said: “We can take out the guesswork and proactively manage — sometimes before the user even knows about it. This analytics layer will be absolutely invaluable for us.”
- The digital workplace lead in financial services said, “What we have seen as we standardized some of these tools is less downtime.”

Other interviewees commented that they expect switching to the Intune Suite to improve the ongoing performance of end users’ devices by reducing the number of agents running on them.

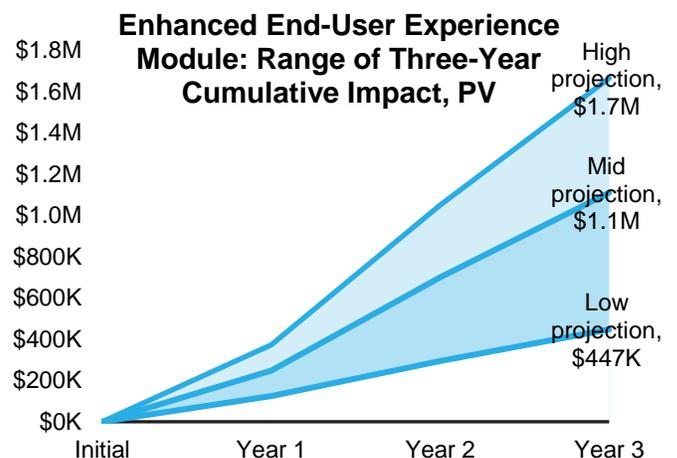
**“I think Endpoint Privilege Management would give us the benefit of just-in-time access. We want that.”**

*Lead engineer, end-user devices, manufacturing*

**Modeling and assumptions.** In order to model this projected benefit, Forrester assumes:

- All 10,000 employees experience improved speed and reliability on the endpoints they use to connect to their work.
- The level of improvement increases during the analysis period as the Intune Suite delivers more capabilities. Employees gain 50% of the total benefit in Year 1 and 100% in Years 2 and 3.
- In the low-impact scenario, each employee saves 2 minutes per week due to improved device performance, and they each avoid the equivalent of one 5-minute outage per quarter.
- In the mid-impact scenario, employees save 4 minutes per week, and they each avoid a 10-minute outage per quarter.
- In the high-impact scenario, employees save 6 minutes per week, and they each avoid a 10-minute outage per month.

**Results.** This yields a three-year projected PV ranging from \$447,000 (low) to \$1.7 million (high).



Enhanced End-User Experience					
Ref.	Metric	Source	Year 1	Year 2	Year 3
B1	Total end users	Composite	10,000	10,000	10,000
B2 <sub>Low</sub>			1.0	1.5	1.5
B2 <sub>Mid</sub>	Hours saved per year	Interviews	2.0	4.0	4.0
B2 <sub>High</sub>			3.0	6.0	6.0
B3	Average fully burdened hourly wage of an end user	TEI standard	\$39	\$39	\$39
B4	Productivity recapture	TEI standard	35%	35%	35%
Bt <sub>Low</sub>			\$136,500	\$204,750	\$204,750
Bt <sub>Mid</sub>	Enhanced end-user experience	B1*B2*B3*B4	\$273,000	\$546,000	\$546,000
Bt <sub>High</sub>			\$409,500	\$819,000	\$819,000
<b>Three-year projected total: \$546,000 to \$2,047,500</b>			<b>Three-year projected present value: \$447,137 to \$1,664,459</b>		

### INCREASED IT PRODUCTIVITY

**Evidence and data.** Interviewees were very forthcoming with comments about how the Intune Suite could free up time for IT and security professionals and make their lives easier. Interviewees from organizations that created in-house solutions or were in the process of doing so said there could be substantial time invested in building and maintaining those solutions but that switching to the Intune Suite would free up that time.

Those from organizations that were managing multiple vendor solutions also saw potential savings in using a less complex environment, and they looked forward to having engineers spend their time on more value-added work.

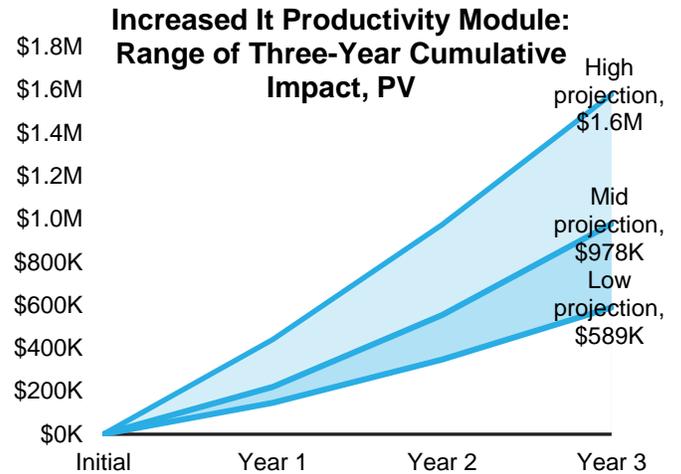
- A domain architect in workplace services at a financial services organization noted: “For a few applications, we leverage the auto-update functionality of the application itself. If that’s not available or we cannot use it in our environment, we use the standard process of packaging the

new version and deploying that with our endpoint management solution.”

- A mobility lead in financial services mentioned: “We’ve created custom scripts to get data for us. So, if Microsoft [says,] ‘Here’s an automated two-click way of getting that data,’ then no one would need to create a partial script to get that data.” They also reported, “It saves our technical employees from doing really laborious tasks and it gets more out of that team in terms of engineering, innovation, and so on.”
- The lead engineer of end-user devices at a manufacturer talked about issues with their organization’s current privilege management approach. They said: “Half of our support cases are with install issues or someone not having the right privileges. Then, someone has to remote into the device to do the job for the user. So, if we could give that power to the user, we would move a lot of downtime for both the user and our service team.”

**Modeling and assumptions.** In order to model this projected benefit, Forrester assumes:

- Diligence Bank has a team of eight full-time technicians who are focused on managing endpoints. They each work 2,080 hours per year.
- The fully burdened wage of technicians is \$97, based on an annual salary of \$150,000 and additional benefits that cost 35% of that salary.
- In the low-impact scenario, these professionals save 10% of their time in Year 1, 15% in Year 2, and 20% in Year 3.
- In the mid-impact scenario, they start by saving 15% of their time in Year 1, and this grows to saving 35% of their time in Year 3.
- In the high-impact scenario, they save 30% of their time in Year 1, and this grows to saving 50% of their time in Year 3.



**Results.** This yields a three-year projected PV ranging from \$589,000 (low) to \$1.6 million (high).

Increased IT Productivity						
Ref.	Metric	Source	Year 1	Year 2	Year 3	
C1	Number of technicians managing endpoints	Composite	8	8	8	
C2	FTE hours per technician	TEI standard	2,080	2,080	2,080	
C3 <sub>Low</sub>	Portion of hours saved using single-vendor platform (e.g., Intune Suite)	Interviews	10%	15%	20%	
C3 <sub>Mid</sub>			15%	25%	35%	
C3 <sub>High</sub>			30%	40%	50%	
C4	Average fully burdened hourly wage of a technician	TEI standard	\$97	\$97	\$97	
Ct <sub>Low</sub>	Increased IT productivity	C1*C2*C3*C4	\$161,408	\$242,112	\$322,816	
Ct <sub>Mid</sub>			\$242,112	\$403,520	\$564,928	
Ct <sub>High</sub>			\$484,224	\$645,632	\$807,040	
<b>Three-year projected total: \$726,336 to \$1,936,896</b>			<b>Three-year projected present value: \$589,364 to \$1,580,125</b>			

## ENHANCED SECURITY POSTURE

**Evidence and data.** Interviewees unanimously said they expect that deploying Microsoft’s Intune Suite would improve their organization’s security, either because they expect the individual modules would inherently provide better security than their company’s current vendor or in-house solution or because they believe a suite that does not require integration of multiple vendors’ software would reduce vulnerability.

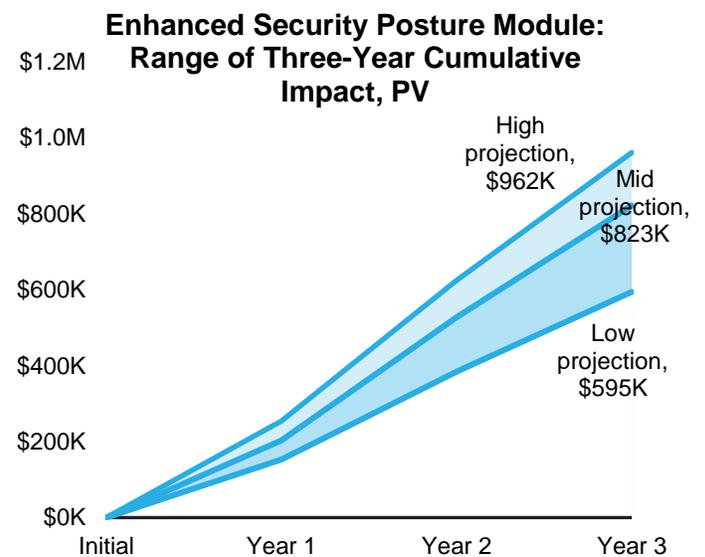
- The digital workplace lead in financial services said, “For me, [the biggest benefit] would be security. What I expect from [the Microsoft Intune Suite] is a more fine-grained level of access or more specific access, to have it more easily auto traceable, and to have it even more just in time than we have it now.”
- Speaking about Remote Help in particular, the same interviewee stated, “I think if you’re comparing it to remote assistance, it’s beneficial that you don’t have to allow inbound traffic to be opened on your machine because everything goes through Microsoft’s infrastructure.”

**Modeling and assumptions.** In order to model this projected benefit for Diligence Bank, Forrester assumes:

- Diligence Bank experiences 4.1 breaches per year.<sup>2</sup>
- The cost of each breach is \$1.076 million.<sup>3</sup>
- Each breach interrupts the productivity of 1,500 employees for 3.5 hours.<sup>4</sup>
- The fully burdened hourly wage of the average employee is \$42.
- The organization pays eight security analysts to protect it against breaches.
- Each analyst spends 60% of their time actively working on prevention.

- The average fully burdened wage of an analyst is \$97.
- In the low-impact scenario, the Intune Suite reduces security costs by 3% in Year 1, and this reduction increases to 5% in Year 2.
- In the mid-impact scenario, the Intune Suite reduces security costs by 4% in Year 1, and this reduction increases to 7% in Year 2.
- In the high-impact scenario, the Intune Suite reduces security costs by 5% in Year 1, and this rises to 8% in Year 2.

**Results.** This yields a three-year projected PV ranging from \$595,000 (low) to \$962,000 (high).



Enhanced Security Posture					
Ref.	Metric	Source	Year 1	Year 2	Year 3
D1	Average number of breaches per year	Forrester research	4.1	4.1	4.1
D2	Average potential cost per breach excluding internal user time	Forrester research	\$1,076,500	\$1,076,500	\$1,076,500
D3	Subtotal: Projected cost of breaches	D1*D2	\$4,413,650	\$4,413,650	\$4,413,650
D4	Employees affected by breach	Forrester research	1,500	1,500	1,500
D5	Unproductive hours per breach (mean time to detect and remediate)	Forrester research	3.5	3.5	3.5
D6	Average fully burdened hourly wage of all employees	TEI standard	\$42	\$42	\$42
D7	Subtotal: Cost of internal productivity loss due to breaches	D4*D5*D6	\$220,500	\$220,500	\$220,500
D8	Security analyst FTEs	Composite	8	8	8
D9	Hours spent on prevention activities per analyst	2,080 hours*60%	1,248	1,248	1,248
D10	Average fully burdened hourly wage of security analysts	TEI standard	\$97	\$97	\$97
D11	Subtotal: Security team breach prevention costs	D8*D9*D10	\$968,448	\$968,448	\$968,448
D12	Subtotal: Potential annual breach prevention/remediation costs	D3+D7+D11	\$5,602,598	\$5,602,598	\$5,602,598
D13 <sub>Low</sub>			3%	5%	5%
D13 <sub>Mid</sub>	Reduced likelihood of breach	Interviews	4%	7%	7%
D13 <sub>High</sub>			5%	8%	8%
Dt <sub>Low</sub>			\$168,078	\$280,130	\$280,130
Dt <sub>Mid</sub>	Enhanced security posture	D12*D13	\$224,104	\$392,182	\$392,182
Dt <sub>High</sub>			\$280,130	\$448,208	\$448,208
<b>Three-year projected total: \$728,338 to \$1,176,546</b>			<b>Three-year projected present value: \$594,776 to \$961,828</b>		

## UNQUANTIFIED BENEFITS

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

- **Higher employee job satisfaction.** While this benefit is related to the quantified benefit of enhanced end-user experience, it goes beyond the mere capture of additional productivity. The digital workplace lead at a financial services organization noted: “Improved reliability and reduced friction [enable workers to] work anywhere. They can select the quantity of on-campus and off-campus [and] the hybrid mode they want to work [in].” Interviewees agreed this is an increasingly critical element of employee attraction and retention.
- **Improved vendor accountability.** In addition to reducing the workloads associated with managing multiple vendors, interviewees said adopting a suite of integrated tools from one vendor increases the vendor’s accountability for their performance and that when issues arise, there is no other vendor’s interference or lack of integration to blame.
- **Support for overall digital transformation.** The lead architect in workplace services at a financial services organization said: “This is part of a broader initiative to move away from a traditional on-premises solution toward [a] cloud solution. Whether that’s managing the endpoint or our email and collaboration tools, ... that change has had a demonstrable positive impact on our organization.”

## FLEXIBILITY

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement the Intune Suite and later realize additional uses and business opportunities, such as gaining the ability to manage endpoints using different operating systems under one platform.

The domain architect in workplace services at a financial services organization told Forrester: “A benefit of bringing it all into Intune could be that the service desk and the security team have one interface for both platforms. Right now, management of the MacBook is completely different and separate for us.”

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

# Analysis Of Costs

■ Quantified cost data as applied to the composite

Total Costs							
Ref.	Cost	Initial	Year 1	Year 2	Year 3	Total	Present Value
Etr	Intune Suite license fees	\$0	\$1,260,000	\$1,260,000	\$1,260,000	\$3,780,000	\$3,133,434
Ftr	Deployment and administration	\$104,969	\$104,969	\$6,693	\$6,693	\$223,323	\$210,954
	Total costs (risk-adjusted)	\$104,969	\$1,364,969	\$1,266,693	\$1,266,693	\$4,003,323	\$3,344,388

## INTUNE SUITE LICENSE FEES

**Evidence and data.** Interviewees were not aware of pricing for the full Intune Suite at the time of the interviews. While they said they felt the per-user price for Remote Help alone is high, they recognized that Microsoft planned to add other products that would make the Intune Suite price more competitive as a whole. Microsoft has since announced those products and started rolling them out.

**Modeling and assumptions.** In order to model this cost for Diligence Bank, Forrester assumes:

- Diligence Bank pays Microsoft's published list price of \$10 per user per month for the full suite of six integrated products.

- Pricing may vary. Contact Microsoft for additional details.

**Risks.** The risk that other organizations may experience a different cost than what's modeled for Diligence Bank is related to the size of the organization and the potential for future price increases.

**Results.** To account for these risks, Forrester adjusted this cost upward by 5%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$3.1 million.

Intune Suite License Fees							
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3	
E1	Microsoft fees for Intune Suite	Microsoft	\$0	\$1,200,000	\$1,200,000	\$1,200,000	
Et	Intune Suite license fees	E1	\$0	\$1,200,000	\$1,200,000	\$1,200,000	
	Risk adjustment	↑5%					
Etr	Intune Suite license fees (risk-adjusted)		\$0	\$1,260,000	\$1,260,000	\$1,260,000	
<b>Three-year total: \$3,780,000</b>				<b>Three-year present value: \$3,133,434</b>			

## DEPLOYMENT AND ADMINISTRATION

**Evidence and data.** In general, interviewees said they expect very little difficulty on the technical side of implementing and maintaining the Intune Suite.

A technical architect in financial services said this regarding their organization's deployment of Remote Help: "You can do it in a day. It's really easy. Add maybe an extra day for implementing the processes and maybe another day for the help desk to get everyone aligned. That's it. So, it's really easy to work with."

That said, interviewees noted that implementing some of these tools involves some organizational change, especially if several tools are deployed at once, and that this may require someone to oversee the process.

For instance, a workplace lead and UEM engineer in financial services said: "Because we have different business units and there is delegation involved, it was not just flipping a switch. We did have to assign particular devices to particular helpers. So, that was a configuration that we had to do. But, all in all, it was actually pretty straightforward. To be honest, I think we did it in a day or a day and a half."

The digital workplace lead at a financial institution said: "I think we would have to run these tools side by side for six months or so before decommissioning. The main thing is going to be the integration with the security-monitoring tools. A lot of these tools have an impact on the security-operation side of the organization, and they need to make sure that they are receiving the same signal they would be receiving before. So, I would expect some overlap."

**Modeling and assumptions.** In order to model this cost for Diligence Bank, Forrester assumes:

- Diligence Bank deploys the full Intune Suite during the course of approximately six months.

- The company appoints a project manager who spends approximately 25% of their time for eight months overseeing the deployment.
- One IT professional and one security analyst spend two days each per tool assessing, revising, and configuring policies in the new tool.
- Each of the 125 members of the service-desk team receives two hours of training in the new Remote Help tool, and 20 technicians spend 8 hours training to use the other five tools.
- To account for turnover, the service-desk team requires an additional 2-hour training for 30 people each year.
- The average fully burdened hourly wage of a service-desk team member is \$97.

**Risks.** The possibility that another organization may experience a different cost than what's modeled for Diligence Bank's deployment and administration of the solution depends on:

- The number and speed of the tools the organization deploys.
- The size of the technical teams — especially the service-desk team — involved in organizational change.
- The salaries of the technicians involved in the deployment and administration of the Intune Suite.

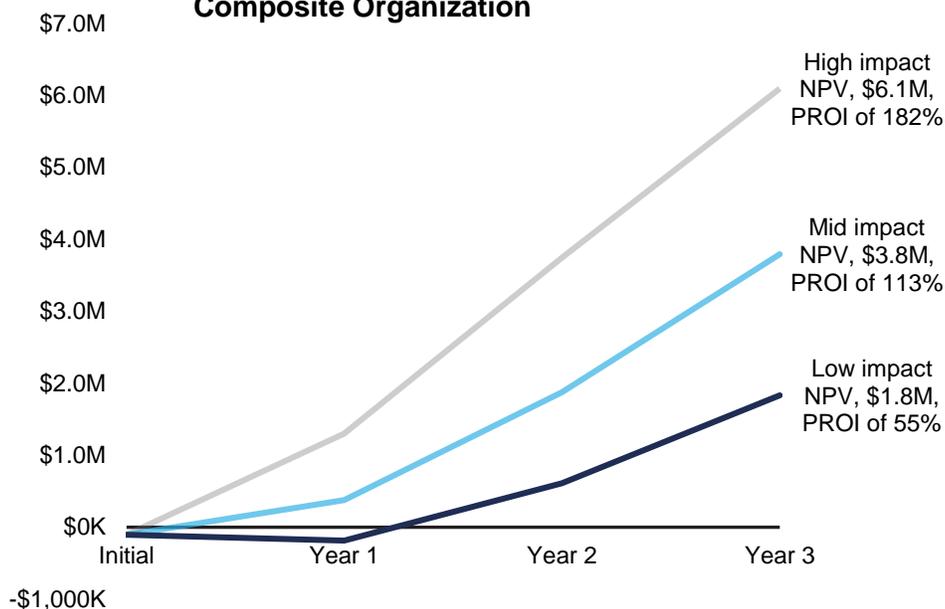
**Results.** To account for these risks, Forrester adjusted this cost upward by 15%, yielding a three-year, risk-adjusted total PV of \$211,000.

<b>Deployment And Administration</b>						
<b>Ref.</b>	<b>Metric</b>	<b>Source</b>	<b>Initial</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
F1	Project management	Interviews	195	195	0	0
F2	IT/security hours to assess and configure policies in new tool	Interviews	96	96	0	0
F3	Training	Interviews	650	650	60	60
F4	Average fully burdened hourly wage of a service-desk team member	TEI standard	\$97	\$97	\$97	\$97
Ft	Deployment and administration	$(F1+F2+F3)*F4$	\$91,277	\$91,277	\$5,820	\$5,820
	Risk adjustment	↑15%				
Ftr	Deployment and administration (risk-adjusted)		\$104,969	\$104,969	\$6,693	\$6,693
<b>Three-year total: \$233,323</b>			<b>Three-year present value: \$210,954</b>			

# Financial Summary

## CONSOLIDATED THREE-YEAR RISK-ADJUSTED METRICS

### Three-Year Projected Financial Analysis For The Composite Organization



The financial results calculated in the Benefits and Costs sections can be used to determine the PROI and projected NPV for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

**These risk-adjusted PROI and projected NPV values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.**

### Cash Flow Analysis (Risk-Adjusted Estimates)

	Initial	Year 1	Year 2	Year 3	Total	Present Value
Total costs	(\$104,969)	(\$1,364,969)	(\$1,266,693)	(\$1,266,693)	(\$4,003,323)	(\$3,344,388)
Total benefits (low)	\$0	\$1,276,236	\$2,231,742	\$2,891,196	\$6,399,174	\$5,176,827
Total benefits (mid)	\$0	\$1,896,716	\$3,077,952	\$3,818,110	\$8,792,778	\$7,136,651
Total benefits (high)	\$0	\$2,910,104	\$4,227,840	\$4,389,248	\$11,527,192	\$9,437,338
PROI (low)						55%
PROI (mid)						113%
PROI (high)						182%

# Appendix A: New Technology: Projected Total Economic Impact

New Technology: Projected Total Economic Impact (New Tech TEI) is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value of their products and services to clients. The New Tech TEI methodology helps companies demonstrate and justify the projected tangible value of IT initiatives to senior management and key business stakeholders.

## TOTAL ECONOMIC IMPACT APPROACH

**Projected Benefits** represent the projected value to be delivered to the business by the product. The New Tech TEI methodology places equal weight on the measure of projected benefits and the measure of projected costs, allowing for a full examination of the effect of the technology on the entire organization.

**Projected Costs** consider all expenses necessary to deliver the proposed value of the product. The projected cost category within New Tech TEI captures incremental ongoing costs over the existing environment that are associated with the solution.

**Flexibility** represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. Having the ability to capture that benefit has a PV that can be estimated.

**Risks** measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."

The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.



## PRESENT VALUE (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.



## PROJECTED NET PRESENT VALUE (PNPV)

The projected present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made, unless other projects have higher NPVs.



## PROJECTED RETURN ON INVESTMENT (PROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.



## DISCOUNT RATE

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.

## Appendix B: Endnotes

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<sup>1</sup> 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.

<sup>2</sup> Source: Forrester Consulting Cost Of A Cybersecurity Breach Survey, Q1 2021.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.



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