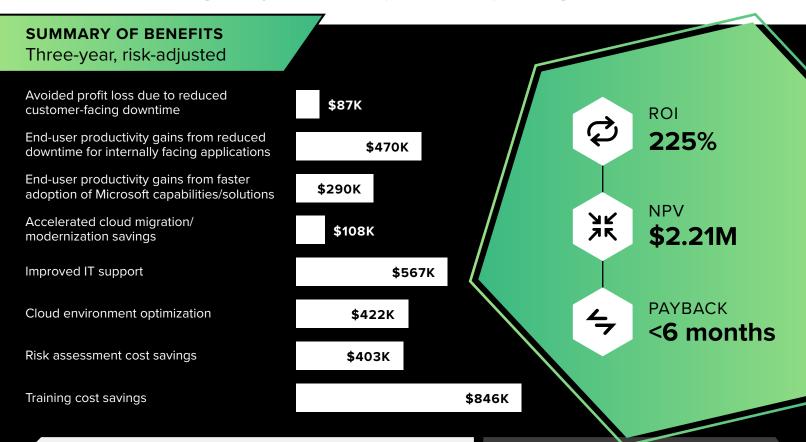
## The Total Economic Impact™ Of Microsoft Unified

After interviews with five representatives from organizations using Microsoft Unified and a survey of 321 decision-makers, Forrester aggregated the data and concluded that Microsoft Unified has the following three-year financial impact on a composite organization.



## MICROSOFT UNIFIED BY THE NUMBERS

**70**%



Reduction in hours of downtime per end user per incident

40%



Reduction in customer-facing downtime events

60%



Faster implementation of new Microsoft capabilities/solutions by Year 3

\$205K



Annual avoided revenue loss

## **VOICE OF THE CUSTOMER**

"We've positioned our technology transformation as a key market differentiator. From a reputational standpoint, having Microsoft as a strategic partner reinforces investor confidence in our digital transformation efforts and our ability to improve margins. It also signals to the market that we are leveraging industry-leading technology to drive innovation."

CHIEF TRANSFORMATION OFFICER, FINANCIAL SERVICES

Commissioned by:



This document is an abridged version of a case study commissioned by Microsoft titled: The Total Economic Impact™ Of Microsoft Unified, March 2025.

