The Total Economic Impact™ Of Microsoft Outlook For iOS And Android

Through four customer interviews and data aggregation, Forrester concluded that Outlook mobile has the following three-year financial impact.

SUMMARY OF BENEFITS
Three-year risk-adjusted

$2.8M
Eliminated cost of former security tools

$2.3M
Savings from increased productivity

$163.1K
Improved organizational security

$27.2K
Savings from reduced education efforts

$22.1K
Savings from reduction in number of email support tickets

$4.4M NPV

<6 months PAYBACK

459% ROI

OUTLOOK MOBILE’S IMPACT ON YOUR BUSINESS

10% reduction in risk of a data breach

22 hours back per year for an average employee with Outlook mobile

60% less support tickets for email-related issues

39% of time saved when scheduling a meeting on a mobile device

VOICE OF THE CUSTOMER

“Not only does it produce a much more reliable and a much more efficient environment to work in, but also with the native application that we had before, it was always tricky: ‘Will it work? Will it not?’ I think Outlook brought much more stability, and people are now trusting the application.”

— Client platforms senior manager, personal care

“End users can now access multiple products, including email, calendar, Teams, Skype… Everything starts from their mobile, and every application is connected. They have a great experience.”

— Associate VP, IT services

This document is an abridged version of a case study commissioned by Microsoft titled: The Total Economic Impact Of Microsoft Outlook For iOS And Android, February 2020.

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