The Economics of Office 365

Paul Hoffman, CPA, CITP, CGMA
CEO/President of SouthTech

Network Optimization
Managed Services
Unified Communications
Security
Cloud Services

Under 10 Seconds Time to Tech
98% Retention Rate
90.6 YTD Net Promoter Score
54% of Issues Resolved in Less than 1 Hour Resolution
Office 365

- Started in 2009 when offering was called the Business Productivity Online Standard Suite (BPOS)
- Currently 179 clients supported on Office 365
- Over 7500 seats under management
- Offer setup, migration, support and management services
- WE USE IT

The ROI of Office 365

Forrester Research - The Total Economic Impact of Office 365 (2014)
The ROI of Office 365

- Significant reduction in support costs
- Reduced licensing costs
- Less procurement and 3rd party software license costs
- Avoided back-end hardware
- Reduced Microsoft server licenses
- Easier implementation

Forrester Research - The Total Economic Impact of Office 365 (2014)

The ROI of Office 365

- Increase in user engagement and effectiveness
- Accelerated workflows and streamlined operations
- Employees not limited to office computer
- Reduced office costs by BYOD

Forrester Research - The Total Economic Impact of Office 365 (2014)
The ROI of Office 365

- Reduced compliance costs
- Less time on e-discovery efforts
- Reduced data breaches
- Lower costs of data breaches
- Eliminated other control and compliance systems


The ROI of Office 365

- Improvement in employee performance due to anytime, anywhere access to data
- Corporate knowledge improvements – information not lost on local systems
- System uptimes nearly 100%
- By year three, employees were saving approximately 30 minutes per day


The ROI of Office 365

- Enhanced knowledge sharing
- Improved collaboration
- Flexible solutions for different communication types

Core Office 365 plan layout

Business

- One single, scalable admin experience
- Business Premium
  - Office apps + Cloud services
- Business Essentials
  - Cloud services
  - Exchange Online Kiosk User
  - 2 GB Mailbox
  - Online Only
  - $2.00 user/month

Enterprise

- Enterprise E3
  - Office apps + Cloud services
- Enterprise E4
  - Cloud services

Included with these plans is a single Office 365 account. Business plans have 300 seat cap, per plan. Enterprise plans have no seat cap.

Exchange Online

Exchange Online Plan 1
- $4.00/user/month (annual commitment)
- Secure and reliable business class email
- with a 50 GB mailbox per user
- Includes all the features of Exchange Online Plan 1, plus unlimited storage, hosted archiving, and data loss prevention

Exchange Online Plan 2
- $8.00/user/month (annual commitment)
- Includes all the features of Exchange Online Plan 1, plus unlimited storage, hosted archiving, and data loss prevention

Office 365 Business Essentials

Plan description
- The core cloud services for running your business, including business-class email, online meeting tools, and cloud storage to easily share, collaborate, and edit your Office files on any device.

$5 per user/month

Target customer
1-250 seats.
- In need of new email solution - either first professional email or to replace aging email server
- Many to access and edit Office documents
- Many to participate in online meetings and video conferences
- Many to access hosted SharePoint sites

Included Office services
- Office Online
  - Office apps
  - Office Mobile
  - Outlook Web App

Plan notes
- 50 GB mailboxes with custom domains (my@mybusiness.com)
- Shared calendaring
- 7 GB of storage for business cloud storage
- Online meetings for up to 250 participants, with screen sharing, audio and video, virtual whiteboards, and shared notes
- Hosted Exchange and Outlook.com
- Supports up to seven Online Calendar users per user
- 50 GB mailboxes
- Federated search with Office 365 search
- 24/7 support for business-critical issues

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Office 365 Business

Plan description
Always up to date version of Office applications, plus cloud storage to easily share, collaborate and edit your files on your computer, tablet and smartphone.

$8.25 per user/month

Included Office 365 services
Office apps (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)
Office apps in tablet and smartphone versions
Cloud storage and file sharing (OneDrive)

Plan notes
Included apps: Word, Excel, PowerPoint, OneNote, Publisher
Apps can be fully installed on a PC or Mac, available offline
1TB of OneDrive for business cloud storage
No domain setup required
Supports on-premises Active Directory sync for single sign on
300 user cap
Financially backed SLA, uptime guarantee
24/7 support for business critical issues

Office 365 Business Premium

Plan description
Always up to date version of Office applications, plus core cloud services for running your business - from online meetings to sharing documents to business-class email.

$12.5 per user/month

Included Office 365 services
Office apps (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)
Office apps in tablet and smartphone versions
Office meeting (via Lync)
Office meeting (via SharePoint)
Cloud storage and file sharing (OneDrive)
Private social networking (Yammer)

Plan notes
Included apps: Word, Excel, PowerPoint, OneNote, Publisher
Apps can be fully installed on a PC or Mac, available offline
50 GB mailboxes with custom domains (me@mybusiness.com) & shared calendaring
1TB of OneDrive for Business cloud storage
Online meetings for up to 250 participants, with screen sharing, audio and video, virtual whiteboards, polls, and shared notes
Supports on-premises Active Directory sync for single sign on
300 user cap
Financially backed SLA, uptime guarantee, 24/7 support for business critical issues

Office 365 Business Plans

<table>
<thead>
<tr>
<th>Plan</th>
<th>Desk Core</th>
<th>Business Essentials</th>
<th>Business Premium</th>
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<tbody>
<tr>
<td>Price per user per month (with annual commitment)</td>
<td>$8.25</td>
<td>$12.5</td>
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<td>Support</td>
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<td>Features</td>
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<td>Additional services</td>
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Don't Get Exchange Online Only

Exchange Online
$4/user/month
- 50GB mailbox with custom domain
- Shared calendars
- Access on almost any device
- Built in malware and spam filters

Add 1TB of storage and additional services for $1
- 1TB of cloud storage & collaboration (OneDrive)
- Unlimited online meetings, IM (Skype for Business)
- Team sites, internal portals (SharePoint)
- Enterprise Social (Yammer)

Business Essentials
$5/user/month

Full plan lineup

<table>
<thead>
<tr>
<th>Business</th>
<th>Standard</th>
<th>Beta</th>
<th>Premium</th>
<th>E1</th>
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24/7 phone support from Microsoft
- Critical issues
- All issues

Office
- Word, PowerPoint, Excel, Outlook, OneNote, Publisher
- iPad, iPhone & smartphone apps

Office Online
- Access

Standard services
1TB cloud storage (OneDrive for Business)
- Email, calendar (Exchange)
- Online meetings, IM (Skype for Business)
- Team sites, internal portals (SharePoint)
- Enterprise social (Yammer)

Advanced services
- Active Directory integration
- Supports hybrid deployment
- Support for client campaignsMERGE(DSK)
- Licensing services / Other SK Info
- Compliance – Archiving, Discovery, malware hold
- Information protection / message encryption, RMS, O365

Other Cost and Fees

One Time
- Tenant Setup
- User Setup
- Mailbox, Contacts, Tasks...Migration
- SharePoint Migration
- Office Re-Install
- Integrations

Ongoing
- License Management
- Support
- Training
Microsoft Teams, a chat-centered workspace

Chat for today’s teams to keep everyone in the know
A hub for teamwork integrated with Office 365
Security teams trust with enterprise-level protection
Customizable for each team with content and capabilities

“We need secure and trusted collaboration solutions that bring teams and their work together. Based on our early use of Microsoft Teams in Office 365, we believe it is the digital cockpit we’ve been waiting for.”

Microsoft Teams, a chat-centered workspace

Planner

Work Management for the Modern Workplace

A simple, visual way to organize teamwork.
For everyone.
Thank you

Paul Hoffman, CPA, CITP, CGMA
CEO/President of SouthTech
phoffman@southtech.com
(941) 952-7455 x302