

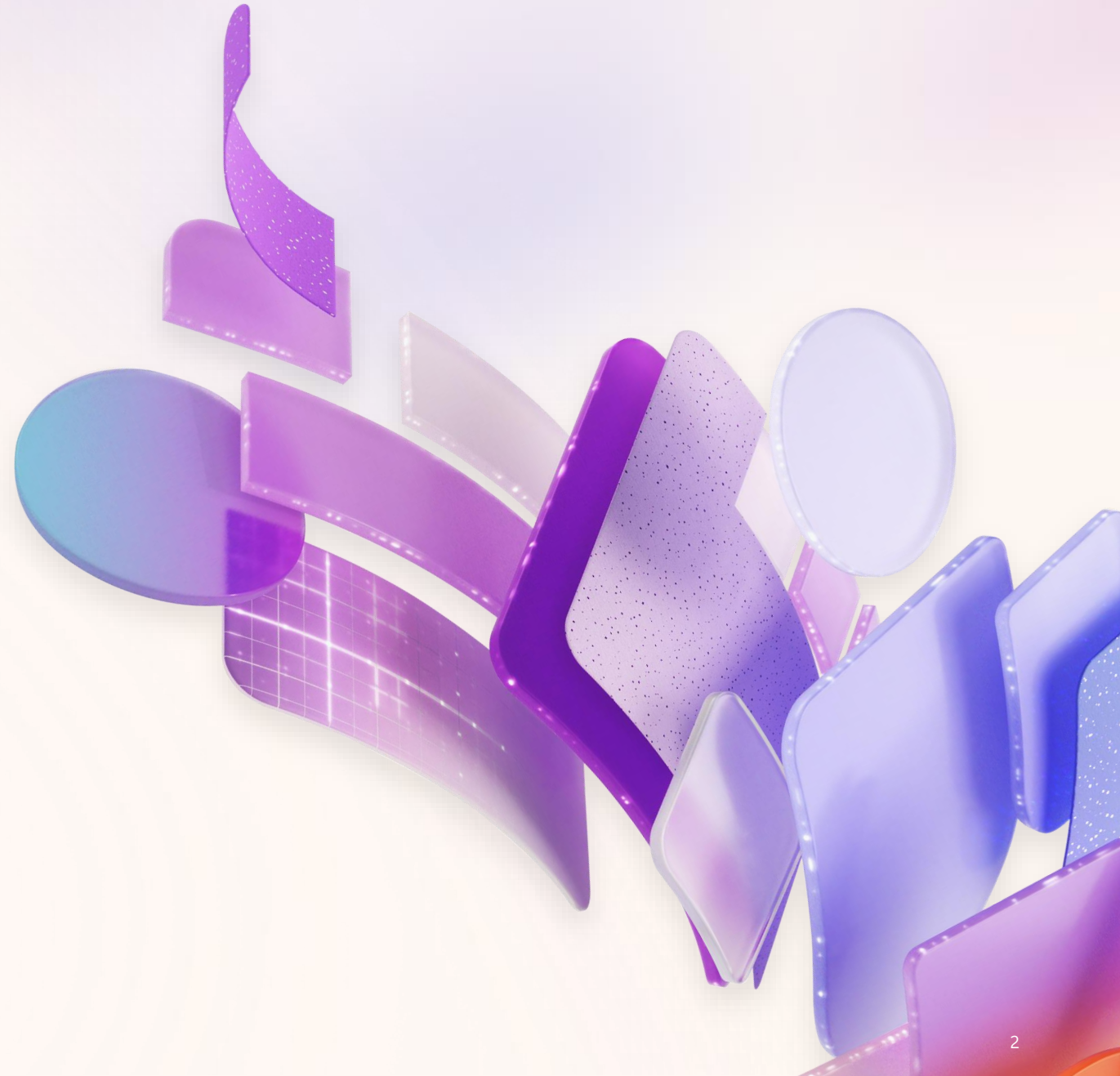


From Complexity to Clarity: Streamline Your IT Solutions



Table of Contents

- 01** The Hidden Costs of IT Complexity
- 02** The Case for Consolidation
- 03** Measurable Benefits of IT Consolidation
- 04** Strategic Advantages with Streamlined IT tools
- 05** Microsoft 365 E3 – A Unified, Cloud-Based Solution
- 06** Moving Toward an Optimised, Productive Future





The Hidden Costs of IT Complexity

The competitive landscape is ever changing, and businesses are turning to a wide variety of IT tools and platforms to address productivity, security and management needs. As a result, many organisations find themselves in a cycle of technology accumulation – adding specialised solutions addressing specific needs, but often creating a fragmented technology landscape in the process. Managing many disparate tools across departments may create organisational inefficiency through disjointed workflows, increased operational costs from multiple supplier relationships, employee frustration at navigating inconsistent experiences or IT management complexity that requires specialised skills and additional time.

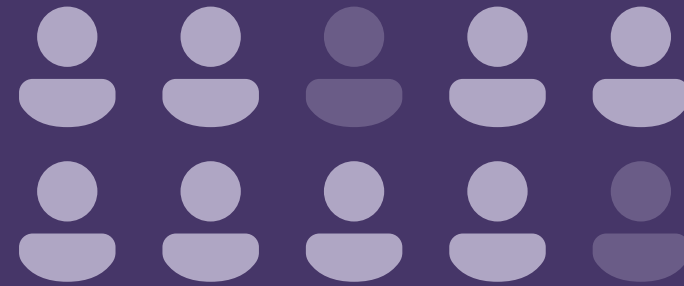
According to the Microsoft 2024 State of Multicloud security report, **more than 80%** of surveyed data security decision-makers reported feeling that a comprehensive, fully integrated platform is superior to managing multiple isolated tools¹. Solutions that helped navigate evolving needs could now be slowing down progress.

It is time to reassess organisation technology solutions to identify opportunities to reduce tool overlap and complexity with a more connected, unified system.

more than

80%

of surveyed data security decision-makers reported feeling that a comprehensive, fully integrated platform is superior to managing multiple isolated tools¹





The hidden costs of IT complexity go far beyond licensing. Disconnected IT environments may potentially increase business costs not accounted for in traditional ROI calculations.

Examples of hidden costs include:

1. Reduced employee productivity from repeated context switching.
2. Integration challenges that create potential security vulnerabilities, requiring ongoing maintenance and troubleshooting.
3. Duplicate functionality from overlapping systems that achieve similar goals or outcomes.
4. Gaps in knowledge and data inconsistency from silos created from disconnected solutions that may contribute to decision-making challenges.
5. Higher training and support burdens for IT when connecting, managing and securing multiple platforms.

These inefficiencies aren't always directly captured on a profit and loss statement, but can be a drag on business performance.

The Case for Consolidation

Cost savings may be one of the primary goals behind consolidation, but the benefits can be much broader. Consolidating IT tools onto a unified platform can help address the challenges and unlock potentially significant business value. Some of the benefits may include:

Enhanced Productivity

When employees no longer need to constantly log in and out of different systems, or transfer data between apps, they reclaim time and focus. Consolidation can help minimise context switching, helping users streamline their workflows to get more done. For example, a unified experience means an employee can move from email to documents to meetings within a single integrated Microsoft 365 environment, rather than having to log-in or share data when shifting to a different application. Minimising context switching and data silos help to improve efficiency and output quality.

Streamlined Security

Fewer tools mean fewer integration points that require maintenance – and less potential for gaps in security. A unified platform applies consistent protection policies across identities, applications and endpoints. For instance, Microsoft 365 E3 can enforce the same multifactor authentication, conditional access policies and data loss prevention across SharePoint, Teams and managed endpoints. As a result, consolidation can mitigate potential vulnerabilities and make it easier to maintain a strong security posture, while optimising maintenance and troubleshooting.

Reduced Redundancy

Overlapping capabilities (like multiple file storage services or device management tools) can be reduced, helping to streamline licensing and supplier management costs. Instead of paying for two or three solutions that each solve part of a problem, organisations can invest in one comprehensive solution. A unified suite like Microsoft 365 E3 may yield supplier consolidation savings. According to a recent [Forrester TEI study](#) – based on a fictional, industry-agnostic composite company that represents the aggregated self-reported experiences of interviewed and surveyed respondents using Microsoft 365 E3 and Microsoft Teams – projected potential benefits of **USD 60 per user, per month** saved by standardising on Microsoft's suite². Beyond potential direct cost savings, reducing the number of suppliers helps IT optimise procurement, contracting and coordinating support across suppliers.

Consistent Data

Connecting information sources and reducing data silos can enable resolution of decision-making challenges. With consolidation, tools are better connected so that information can flow between applications, shared storage locations and where teams collaborate. This provides decision-makers with a more consistent, single source of truth. For example, data on device compliance, user activity and security alerts can all be viewed in an administrative centre rather than pieced together from different systems. This holistic visibility not only improves governance and reporting, but also enables better decision-making. Trends and issues can be spotted more easily when information is in one place.



IMAGINE THIS SCENARIO

An employee is trying to collaborate on a sensitive document in a fragmented environment. They might draft content in one tool, then share the file via email or another tool to allow the critical project team members to review the document. Once shared, those team members may save versions of the file to provide their feedback, requiring more time from the content owner to reconcile multiple versions of the original document. Each step not only involves a switch between applications, but also creates duplicate documents that contain sensitive information where security policies are needed to mitigate potential risks. Each handoff between tools and individuals is a potential failure point. In contrast, a unified platform allows the employee to create, classify, share and co-author that same document within one ecosystem – limiting versioning, with security and compliance controls automatically applied throughout the workflow. The fragmented approach may use more time and invite errors, while the unified approach helps to streamline workflows and strengthen protection.



Taken together, these improvements help transform how technology supports the organisation's mission. Instead of technology being a patchwork users and admins must *work around*, it becomes an enabler that *works for* them. Consolidation isn't just an IT initiative; it's a strategic move that can influence business outcomes – from employee productivity and agility to the resilience of security and compliance.



Measurable Benefits of IT Consolidation

The advantages of implementing a single, streamlined ecosystem can be significant. Recent research by Forrester Consulting, the [Total Economic Impact™ of Microsoft 365 E3](#), projected the potential benefits of consolidation for a fictional, industry-agnostic composite organisation based on survey data and real customer experiences. The findings demonstrate how consolidation and moving to Microsoft 365 E3 may translate into concrete improvements in IT efficiency and cost savings.

Here are a few highlights (modelled for a 30,000-employee enterprise²):

Efficiency Projections

▲ 40% More than 40% reduction in support tickets	▲ 20% More than 20% improvement in resolution times
▲ 20% Over 20% reduction in time spent deploying software	Reduced management complexity and associated operational costs

Financial projections

USD 60 per user/month USD 60 per user/month saved by consolidating user applications under Microsoft 365 E3 with Microsoft Teams	USD 70 million Over USD 70 million in end-user productivity improvement benefits over three years
--	---

These metrics underscore potential benefits for IT operations: fewer support tickets and faster incident resolution could mean IT teams spend less time on these routine tasks. Imagine an IT helpdesk scenario: without consolidation, an email issue might involve checking an email server from Supplier A, then a network device from Supplier B, then a user directory from Supplier C. With Microsoft 365 E3, all those elements are interconnected parts of one system, enabling visibility and improving resolution time.

From a financial perspective, organisations may find that by eliminating duplicate software licences and optimising infrastructure, they can redirect budget to other priorities. And that’s not even counting the value of improved productivity: the Forrester study also projected over USD 70 million in productivity improvement benefits for the composite company over three years². While results will vary, consolidation can help drive a strong ROI.



Strategic Advantages with Streamlined IT Tools

When IT staff and end-users are no longer slowed down by fragmented systems, they can refocus on initiatives that drive the business forward. Based on customer interviews conducted as a part of Forrester's '[The Total Economic Impact™ of Microsoft 365 E3](#),' a research study commissioned by Microsoft, interviewed decision-makers reported feeling that moving to the cloud and consolidating the organisation's solution sets would free IT resources to focus on more important tasks². Additionally, IT consolidation may potentially help enable broader strategic advantages:



Spending more time on strategic business initiatives



Deploying and maintaining more functionality for end-users



Dedicating more IT resources to developing internal, industry-specific applications to drive business impact

These advantages don't need to come with compromise. Consolidation with Microsoft 365 E3 can enable IT transformation from a cost centre to a value creator, aligning technology closely with business goals.





Microsoft 365 E3 – A Unified, Cloud-Based Solution

Microsoft 365 E3 offers a unified platform that brings productivity, collaboration, security and management tools into an integrated suite. It enables IT decision-makers to shift from a collection of tools to a more cohesive solution, helping to enhance how employees work, how security protects and how IT teams operate.

How employees work

Microsoft 365 E3 brings together core productivity and collaboration applications powered by AI – PowerPoint, Word, Excel, Teams³, Outlook and more – with identity, application and device management. This empowers employees to boost their impact and innovate their workflows while maintaining fast, secure access to the tools they need to get work done. Information flows between securely accessed, connected tools that are integrated with AI, so employees can co-create and innovate without being slowed down by app boundaries or security policies. For example, **Microsoft 365 Copilot chat** can help draft a document that is sent as an email attachment. That email attachment can be scanned by the same data protection policies that protect SharePoint files mitigating data leakage risks. Then when that document via a link in a Teams chat it can grow into a live, collaborative document editing session – all because each element is part of one cloud ecosystem.

How security protects

Microsoft 365 E3 unifies security with consistent protection policies applied across your ecosystem – including identities, access and endpoints. For example, Microsoft Entra ID enables organisations to assign and manage user identities, as well as enforce multifactor authentication. Microsoft Intune enforces device compliance and deployment of security updates to keep endpoints protected. The result is holistic security standards that are consistent across your ecosystem. This not only helps your organisation keep up with emerging threats, but also enables IT to identify potential risks and take action.





How IT teams operate

By consolidating on Microsoft 365 E3, IT teams can move from reactive to proactive management with comprehensive visibility and control. Common tasks – like provisioning users or devices, rolling out updates and monitoring system health – are streamlined. For example, deploying a new PC to an employee can be as easy as shipping a device set up for auto-configuration with Microsoft Intune and Windows Autopilot. Updates to Office apps, Windows and Defender policies can be pushed centrally to all users with a few clicks, rather than maintained separately for each tool. This unified approach frees up IT time and energy, allowing teams to focus on higher-value projects. In other words, Microsoft 365's integrated admin experience empowers IT to accomplish more with less effort.

How Microsoft 365 E3 ties it together

To illustrate the power of this unified platform, consider how an IT administrator's routine changes after consolidation. Before, they might have had one console for user accounts (e.g., an on-prem AD or a separate SSO tool), a different system for device management and multiple security dashboards for various threat scanners. After moving to Microsoft 365 E3, that admin can log into the Microsoft 365 admin centre to manage user licensing, use Entra ID for all identity-related tasks (like provisioning or disabling accounts and setting conditional access policies) and use the Intune for device policies and app deployments – all linked through a common interface. There's less context-switching and far more context-sharing.



Moving Toward an Optimised, Productive Future

By unifying tools for work and management, you can help to reduce complexity and unlock efficiency. You also set the stage for future innovation – a consolidated and secure platform is a strong foundation for adopting next-generation capabilities like AI.

Microsoft 365 E3 offers the practical means to achieve this consolidation, bringing together solutions across productivity, security and IT management. The potential benefits are both tangible – fewer support issues, lower costs, time saved – and strategic – greater agility, stronger security and greater focus on business priorities. In other words, you don't have to choose between improving security, efficiency or user experience; a well-integrated solution like Microsoft 365 E3 allows you to achieve all of these together.

This creates an IT environment primed to support growth and innovation. The path forward is clear: empower your team and organisation for tomorrow by turning point solutions into a unified solution ready to help you accelerate progress.

¹ – [‘2024 State of Multicloud Security Report’](#), Microsoft, Inc., 2024. Informed by usage patterns across Microsoft Defender for Cloud, Microsoft Security Exposure Management, Microsoft Entra Permissions Management and Microsoft Purview and based on 2024 Microsoft Data Security Index research conducted August 5–23, 2024, among 1,376 data security decision-makers.

² – [‘The Total Economic Impact™ Of Microsoft 365 E3’](#), a commissioned study conducted by Forrester Consulting, 2025. This claim is based off the aggregated self-reported experiences as gathered through five in-depth customer interviews and survey responses of 269 decision-makers at organisations using Microsoft 365 E3, Microsoft Teams and Microsoft 365 Copilot into a single composite, industry-agnostic organisation with USD 10 billion annual revenue and 30,000 employees who all had Microsoft 365 E3 and Microsoft Teams Enterprises with the assumption that only 10% or 3,000 of the total employees had Microsoft 365 Copilot licences. The potential ROI or benefits of organisations are projections based on the survey and study. They do not constitute guarantees nor promises, and individual productivity and ROI outcomes are dependent on the organisation and will vary.

³ – Microsoft 365 Suites are available with and without Microsoft Teams.

