Microsoft 365 Healthcheck

REPORT FOR:

Acme

Email: info@businesssoftwarecentre.com

Website: www.businesssoftwarecentre.com

TBSC

A GUIDE TO MICROSOFT 365 USAGE

Content

Overview: Executive Summary

The summary data shown below highlights the following optimization opportunities for Microsoft 365 subscriptions:

- The total number of payable subscriptions and cost management opportunities from reharvesting, optimizing and controlling surplus subscriptions. Costs shown are monthly at list prices

- The benchmarking results show key levels of usage optimization and opportunities for increasing consumption of key apps. The graph indicates the current level of efficiency and the potential goal which could be achieved in order to meet best practice standards.

Customer Name	Acme	
Total paid subscribers	2,606	
Monthly costs	£63,309.00	
Saving opportunities	£ 21,548	34%
Reharvest	£ 19,052	
Optimisation	£ 1,950	
Surplus	£ 546	

Benchamarking			
Criteria	Score	Weight	Sub-total
Compliance	98.6	10%	9.86
Optimisation	95.1	20%	19.03
Reharvest/ Active Users	69.5	10%	6.95
Surplus	98.9	10%	9.89
Teams Usage	37.5	20%	7.51
Exchange Online	71.0	10%	7.10
One Drive	26.4	10%	2.64
Sharepoint	35.3	10%	3.53
Total		100%	67

Saving Opportunities

- Reharvest - Optimisation - Surplus

Microsoft 365 Efficiency Rating

	Current	Potential

Very efficient = higher ROI

| (91-100%) | A | | 95% |
(86-90%)	B		
(81-85%)	C		
(71-80%)	D		
(61-70%)	E	67%	
(51-60%)	F		
	G		

Cost Management

The procurement and cost management of Microsoft 365 subscriptions needs to address the following aspects:

• Reharvesting. These subscriptions are those which have not been used and could be re-allocated or cancelled in order to control costs. The analysis of the health check shows cost details of subscriptions that have not used their applications over the past 30 days. This indicates that these subscriptions are potentially eligible for a process of cancelling the existing users and reallocating or cancelling the subscriptions. This process will aid both cost control and security by ensuring people leaving the organization no longer have access to IT systems and data once they have left.

• Optimization. The subscriptions in this analysis are based on active users who are not using all the facilities of their subscription type. In effect they are wasting part of the value of the subscription. This can be addressed by helping the users to use their full facilities or downgrading their subscription to a lower cost type that meets their needs.

• Surplus. These subscriptions are those which are being paid for but have not been provisioned for users. For surplus subscription they can either be deployed to users or if the supply contract allows they can be cancelled for cost saving.

Total Cost of Ownership (TCO) Opportunity

The cost of running Microsoft 365 subscriptions is determined by two key aspects:

• The price paid for the subscriptions including any discounts. The 365 healthcheck does not have this pricing and calculates your pricing based on average list prices. Once converted to a production service the exact pricing paid can be uploaded for specific calculations.

• Efficiency of usage and non-usage. Where subscriptions are not used or partially used there is an opportunity to reduce overall costs by improving the efficiency of usage and reducing unused subscription.
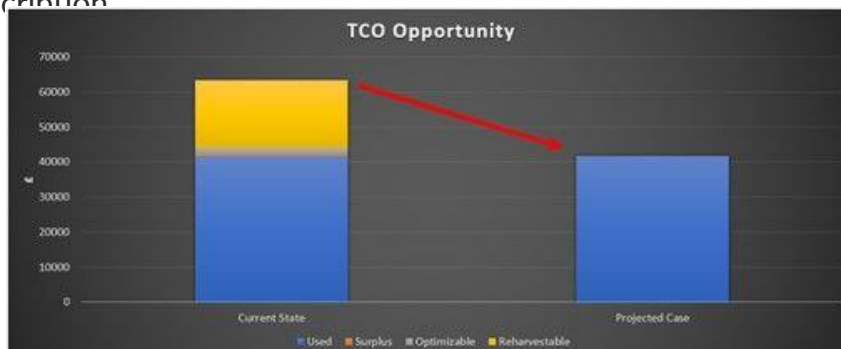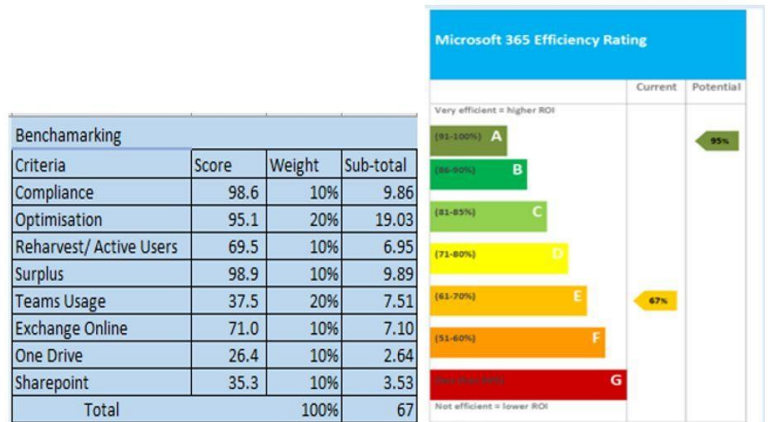
Usage Optimization

To maximize the return on investment of Microsoft 365 subscriptions it is essential to ensure that the key apps are being used by subscribers.

For example research by Forrester indicates that an ROI of over 200% can be achieved within 2 months if Teams is implemented efficiently.

The Smarter SaaS for Microsoft 365 analysis provide a usage efficiency rating and benchmarking against industry standards. Key criteria relating to usage efficiency reveals areas where improvements are required and best practices can be implemented. Smarter SaaS 365 shows the variances against optimal performance and how to close the gaps.

Smarter SaaS for Microsoft 365 measures efficiency levels on the following criteria and allocates a composite score out of 100 to benchmark efficiency and provide a comparison against a best practice position.

Benchamarking			
Criteria	Score	Weight	Sub-total
Compliance	98.6	10%	9.86
Optimisation	95.1	20%	19.03
Reharvest/ Active Users	69.5	10%	6.95
Surplus	98.9	10%	9.89
Teams Usage	37.5	20%	7.51
Exchange Online	71.0	10%	7.10
One Drive	26.4	10%	2.64
Sharepoint	35.3	10%	3.53
Total		100%	67

Microsoft 365 Efficiency Rating

	Current	Potential

Very efficient = higher ROI

(91-100%) A — 95%

(86-90%) B

(81-85%) C

(71-80%) D

(61-70%) E — 67%

(51-60%) F

G

Not efficient = lower ROI

ACME

Current Score

67%

Optimized Position

95%

Microsoft 365 Optimization
Managed Services

TBSC

Overview: Microsoft 365 Optimization Managed Services

This document gives an outline of key elements of the optimization managed service for Microsoft 365. Customers may select parts or the whole service depending on their requirements. Costs vary according to the depth and frequency of the service as well as the size of the subscriber base.

Planning and Initial Analysis

These are the key elements of creating the project plan and establishing goals:

- Customer briefing and initial priorities
- Gather usage analysis using Smarter SaaS 365
- Analyze results and benchmark to identify key issues and opportunities
- Create goals for cost optimization & usage improvements
- Prioritise actions
- Create project plan
- Manage process & report at agreed schedule

Recycling and Cost Optimization

Recycling is the identification of unused subscriptions and where appropriate re-allocating the subscriptions to new users. It is key to keep on top of unused subscriptions for both security and cost management. For CSP subscribers there is the flexibility to make changes straight away and for EA customers it is important to ensure that they do not exceed their maximum. Identification of unused accounts/misallocation of accounts also helps initiate discussions around current processes and procedures and how these can be adjusted to ensure oversights do not re-occur in future. Key aspects in ensuring this are:

- Identification of unused subscriptions
- Identification of duplicate subscriptions/services
- Validation of leavers and true unused subscriptions
- Comparison to HR records
- Creating emails to users/department heads
- Process review/adjustment (if required) with key stakeholders.
- Provision and implementation of scripts for recycling
- Storage of mailboxes and files
- Provision of "unwinding" facilities

App Consumption Building

The vast majority of Microsoft 365 customers do not use their full portfolio of apps. To increase the ROI on Microsoft 365 organizations need to ensure that users utilize their apps otherwise they will not be efficient in their work and also costs will be wasted. Keys to app usage building are:

- Identification of user levels of app/feature adoption
- Benchmarking and key gaps in usage vs targets
- Qualitative and quantitative analysis of root causes
- Solution to close gaps and prioritization
- Implementation of actions e.g., training and facilities
- Analysis, results and revising actions.

Preparing Teams for Unified Communications

Teams is becoming the key environment for unified communications. In order for communication through Teams the environment must be used by users. The aspects of this are:

- Understanding strategy and checklist of communications requirements
- In depth analysis of usage levels of Teams by user to identify gaps
- Understanding behaviors and root causes for non-use
- Implementation of gap closing actions e.g., user training.
- Trials identifications for key facilities
- Reporting on usage improvements and remedial actions

Improving Return on Investment

User organizations are often focused on controlling the cost of Microsoft 365 subscriptions rather than increasing their return on investment. The key aspect is understanding the efficiency levels and business benefits that Microsoft 365 is providing to the organization. The key methodology is:

- Understanding goals of the organization for implementing Microsoft 365
- Benchmarking to identify comparisons to competitors
- Analysis of costs and benchmarking
- Cost controls
- Usage levels vs targets
- Measurable business results vs targets
- User satisfaction
- Continuous improvement process