





# Microsoft Surface: The Business Case

IT decision-makers provided survey and interview inputs for this Business Value analysis; these decision-makers span across 817 organizations, 3 continents, 20 private industry verticals, and 2 public sector verticals.

## THE COSTS & SAVINGS

Over 3 years, organizations can save an average of **\$293 per device with Surface**  
(powered by Microsoft 365)

 Costs	 Savings
<div><div>\$1,355</div><div>Surface Device* Surface Laptop or 2-in-1</div></div>	<div><div>\$115</div><div>Increased Residual Value* 31% higher than other PC devices</div></div>
<div><div>\$1,296</div><div>Microsoft 365 E3 Subscription \$36 per user per month. License cost doesn't change across device manufacturers</div></div>	<div><div>\$58</div><div>Reduced Support 23% lower third-party support &amp; security costs</div></div>
<div><div>\$344</div><div>Accessories</div></div>	<div><div>\$120</div><div>Accessories Savings Fewer hybrid meeting accessories (Camera, Lights, Headset)</div></div>
<div><div>\$243</div><div>Extended Warranty &amp; Maintenance</div></div>	
<div><div>\$3,238</div><div>Total Cost per Surface device (incl. accessories) over 3 years</div></div>	<div><div>\$293</div><div>Total Savings per Surface device (incl. accessories) over 3 years</div></div>

*“The Surface is a more premium device in our employees’ perception. When they see people holding Surface devices, using them, it does help with employee satisfaction and keeping employees around or attracting talent.”*

IT PROFESSIONAL, GOV. ORGANIZATION, 5000+ EMPLOYEES

## ADDITIONAL BENEFITS

 IT Efficiency	 Employee Experience
<div><div>\$3,756</div><div>Device Consolidation 44% of organizations consolidated 2.3 devices on avg.</div></div>	<div><div>\$1,290</div><div>Productivity Gains from Increased Mobility +11.6 hours Employee-productivity time per year</div></div>
<div><div>\$885</div><div>Reduced Helpdesk Support 49% fewer helpdesk incidents</div></div>	<div><div>\$619</div><div>Reduced Employee Time Lost to Helpdesk +5.5 hours Employee-productivity time per year</div></div>
<div><div>\$810</div><div>Reduced Ongoing Maintenance 40% reduced IT Staff time spent on maintenance</div></div>	<div><div>\$864</div><div>Meeting Time Saved +7.7 hours Employee-productivity time per year</div></div>
<div><div>\$126</div><div>Reduced Time for Security Incident Response 34% fewer security incidents</div></div>	<div><div>\$89</div><div>Reduced Employee Time Lost to Security Incidents 30% reduced time waiting for incident resolution</div></div>
<div><div>\$42</div><div>Reduced IT Deployment Costs 21% reduced IT Staff time spent on deployment</div></div>	<div><div>\$60</div><div>Faster Surface Deployment to Employees 27% reduced Employee time waiting for device</div></div>
<div><div>\$18</div><div>Reduced IT Staff Time for Ongoing Security 3% reduced IT Staff time spent on ongoing security</div></div>	<div><div>\$105</div><div>Higher Employee Retention* 4% increased retention of Surface-utilizing employees</div></div>
<div><div>-\$2</div><div>Higher IT Training Costs 6% increased IT Staff time due to Surface training</div></div>	<div><div>\$81</div><div>Faster Bootup Time 32% faster boot time, 21% fewer reboots with Surface</div></div>
<div><div>\$5,635</div><div>Total IT Benefit per Surface device (over 3 years)</div></div>	<div><div>\$3,108</div><div>Total Employee Benefit per Surface device (over 3 years)</div></div>

Up to 2.8X ROI with Surface + Microsoft 365  
from \$8,743 in additional benefits per Surface device

### METHODOLOGY

IDC Research Study conducted from surveys and interviews between December 2021 – February 2022. All respondents were IT decision-makers at large organizations (250-5000+ employees) representing organizations from the United States, Australia, India, Spain, France, United Kingdom, New Zealand, and Germany. Cost & Savings findings based on average cost and time estimates provided directly by respondents; actual costs and savings may vary based on your specific Device Mix and deployment.

\*Data point derived from 17 in-depth interviews. All other data points derived from 800 survey results (700 Surface organizations with at least 150 Surface Laptop and 2-in-1 Tablets available since 2019, 100 non-Surface organizations). Surface Residual Value adjusted by IDC to reflect average after 36 months.

For the detailed report, [click here.](#)