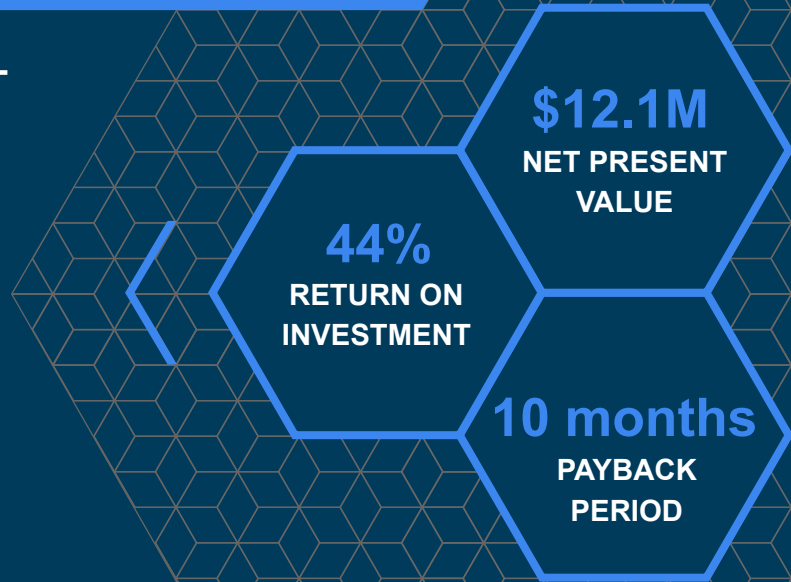# The Benefits Of Microsoft Surface Devices For Education: Improved Device Management

FORRESTER®

Forrester's analysis of customer surveys and interviews found the following incremental device management benefits from using Microsoft 365 for Education on Surface devices.
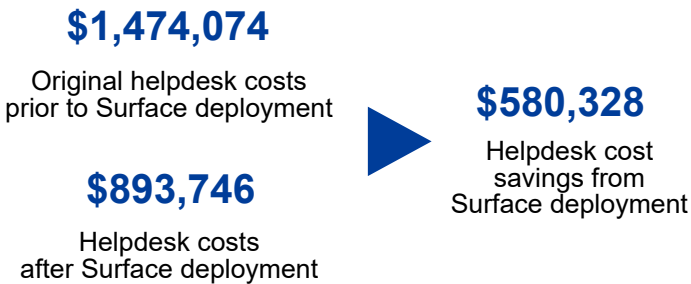
REDUCING DEVICE MANAGEMENT COSTS WITH MICROSOFT SURFACE FOR EDUCATION

> "We switched to Intune which is part of the A3 license. That has reduced the cost of our previous device management solution from $250,000 to $150,000. We hope to fully replace it in the near future."
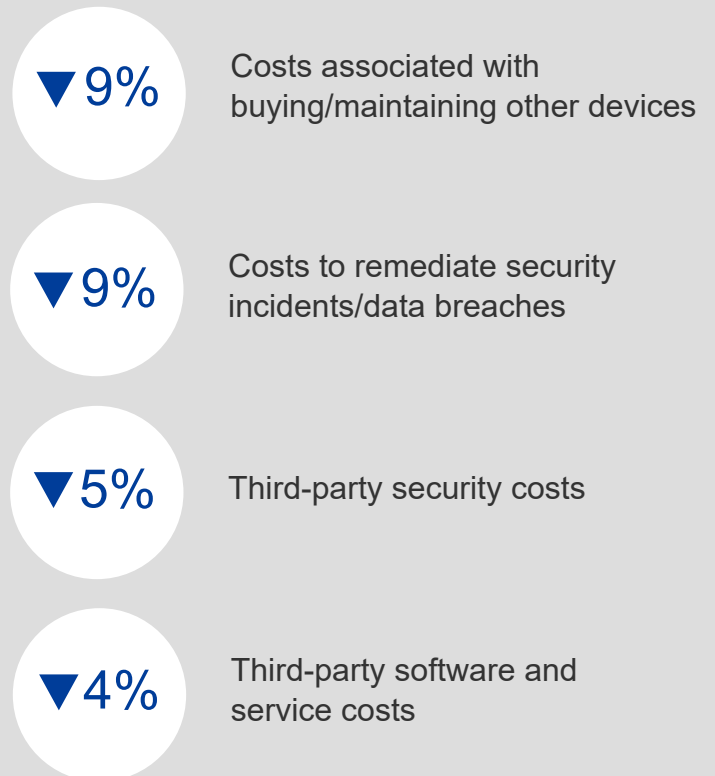>
> *Deputy CIO, K-12 public school system*

$12.1M
NET PRESENT VALUE

44%
RETURN ON INVESTMENT

10 months
PAYBACK PERIOD

HELPDESK COST SAVINGS WITH MICROSOFT SURFACE FOR EDUCATION

18% Reduction in helpdesk tickets from Surface users

$1,474,074
Original helpdesk costs prior to Surface deployment

$893,746
Helpdesk costs after Surface deployment

▶

$580,328
Helpdesk cost savings from Surface deployment

44% Reduction in ongoing device management effort with the switch to Surface devices

COST REDUCTION IN DEVICE MANAGEMENT WITH MICROSOFT SURFACE FOR EDUCATION

▼**9%** Costs associated with buying/maintaining other devices

▼**9%** Costs to remediate security incidents/data breaches

▼**5%** Third-party security costs

▼**4%** Third-party software and service costs

Read the full study

This document is an abridged version of a case study commissioned by Microsoft titled, "The Total Economic Impact™ Of Microsoft Surface For Education", September 2020.