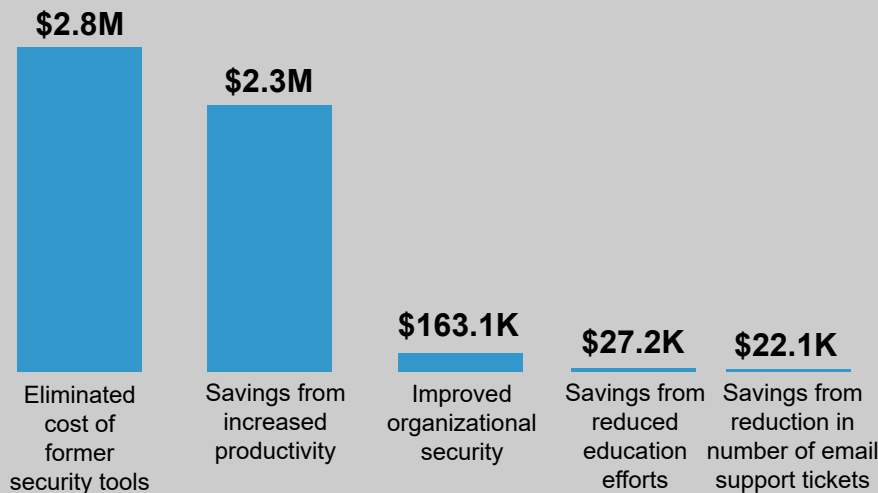# The Total Economic Impact™ Of Microsoft Outlook For iOS And Android

FORRESTER®

Through four customer interviews and data aggregation, Forrester concluded that Outlook mobile has the following three-year financial impact.

SUMMARY OF BENEFITS
Three-year risk-adjusted

$2.8M
Eliminated cost of former security tools

$2.3M
Savings from increased productivity

$163.1K
Improved organizational security

$27.2K
Savings from reduced education efforts

$22.1K
Savings from reduction in number of email support tickets

$4.4M
NPV

<6 months
PAYBACK

459%
ROI

OUTLOOK MOBILE'S IMPACT ON YOUR BUSINESS

10%
reduction in risk of a data beach

22 hours back
per year for an average employee with Outlook mobile

60%
less support tickets for email-related issues

39%
of time saved when scheduling a meeting on a mobile device

VOICE OF THE CUSTOMER

"Not only does it produce a much **more reliable** and a much **more efficient environment** to work in, but also with the native application that we had before, it was always tricky: 'Will it work? Will it not?'I think Outlook brought much **more stability**, and people are now trusting the application."

— Client platforms senior manager, personal care

"End users can now **access multiple products**, including email, calendar, Teams, Skype... Everything starts from their mobile, and **every application is connected**. They have a great experience."

— Associate VP, IT services