





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)

<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">  Costs </div> <ul style="list-style-type: none"> \$1,355 Surface Device* <small>Surface Laptop or 2-in-1</small> \$1,296 Microsoft 365 E3 Subscription <small>\$36 per user per month. License cost doesn't change across device manufacturers</small> \$344 Accessories \$243 Extended Warranty & Maintenance <hr/> <p>\$3,238 Total Cost per Surface device <small>(incl. accessories) over 3 years</small></p>	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">  Savings </div> <ul style="list-style-type: none"> \$115 Increased Residual Value* <small>31% higher than other PC devices</small> \$58 Reduced Support <small>23% lower third-party support & security costs</small> \$120 Accessories Savings <small>Fewer hybrid meeting accessories (Camera, Lights, Headset)</small> <hr/> <p>\$293 Total Savings per Surface device <small>(incl. accessories) over 3 years</small></p>
---	---

“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

<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">  IT Efficiency </div> <ul style="list-style-type: none"> \$3,756 Device Consolidation <small>44% of organizations consolidated 2.3 devices on avg.</small> \$885 Reduced Helpdesk Support <small>49% fewer helpdesk incidents</small> \$810 Reduced Ongoing Maintenance <small>40% reduced IT Staff time spent on maintenance</small> \$126 Reduced Time for Security Incident Response <small>34% fewer security incidents</small> \$42 Reduced IT Deployment Costs <small>21% reduced IT Staff time spent on deployment</small> \$18 Reduced IT Staff Time for Ongoing Security <small>3% reduced IT Staff time spent on ongoing security</small> -\$2 Higher IT Training Costs <small>6% increased IT Staff time due to Surface training</small> <hr/> <p>\$5,635 Total IT Benefit per Surface device <small>(over 3 years)</small></p>	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">  Employee Experience </div> <ul style="list-style-type: none"> \$1,290 Productivity Gains from Increased Mobility <small>+11.6 hours Employee-productivity time per year</small> \$619 Reduced Employee Time Lost to Helpdesk <small>+5.5 hours Employee-productivity time per year</small> \$864 Meeting Time Saved <small>+7.7 hours Employee-productivity time per year</small> \$89 Reduced Employee Time Lost to Security Incidents <small>30% reduced time waiting for incident resolution</small> \$60 Faster Surface Deployment to Employees <small>27% reduced Employee time waiting for device</small> \$105 Higher Employee Retention* <small>4% increased retention of Surface-utilizing employees</small> \$81 Faster Bootup Time <small>32% faster boot time, 21% fewer reboots with Surface</small> <hr/> <p>\$3,108 Total Employee Benefit per Surface device <small>(over 3 years)</small></p>
--	---

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.](#)