Microsoft 365 services from IBM

A comprehensive suite of security, device management, collaboration and mobility services

Highlights

- Save up to USD 30 per device, per year, in license fees

- Reduce IT help desk tickets by as much as ten percent in the first year; efficiencies can increase each year

- Reduce on-premises infrastructure footprint

- Reduce deployment times by as much as 75 percent

- Reduce security incidents by as much as 33 percent

Enterprises face several challenges when managing software distribution and support to their user environments. Given the increasing number of software options and hardware devices, their user environments are fragmented with multiple vendors, products and solutions for operating systems, security features, Microsoft Office applications and data storage.

The role of IT has significantly changed from being controllers to enablers. To manage complex environments, IT teams have to deploy multiple management solutions. However, licensing issues remain, and are costly and inefficient. The growing number of management solutions needed leads to inefficient and improper use of Microsoft 365 licenses. These issues, coupled with the lack of a managed services provider who can support Microsoft security products, further complicate enterprise device management.

Microsoft 365 services from IBM helps customers streamline their user computing environment by migrating to a Microsoft ecosystem using the Microsoft 365 suite. Clients today are dependent on multiple bolt-on solutions to deliver a workplace that's adequately mobile, productive, collaborative and secure. These multiple solutions lead to an increasingly complex, difficult to manage and expensive end-user computing environment.

IBM Managed Mobility Services (MMS) teams provide managed services for the entire Microsoft 365 suite. With the development of managed services for Microsoft Enterprise Mobility + Security (EMS), IBM support teams can now help clients get the most value from their Microsoft 365 license. IBM MMS teams work with client security teams to help implement and support new security products included in the EMS suite.
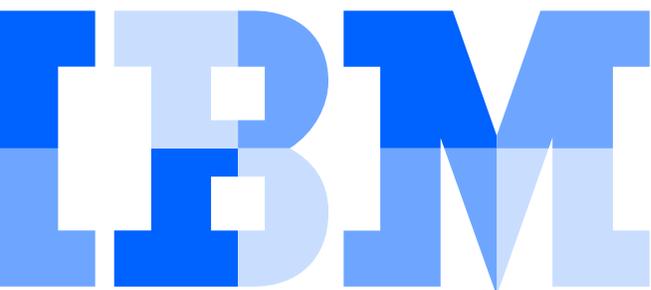
Cost savings

The enterprise computing environment must be as mobile, productive, collaborative and secure as possible. But this environment must be cost-effective, too. As enterprises strive to achieve these goals, they usually find that the computing environment grows increasingly complex and difficult to manage, and the cost continues to rise.

Many enterprises have found that better collaboration and communication create process efficiencies and save users a significant amount of time. This process, in turn, helps enterprises save money. In a Total Economic Impact™ (TEI) study by Forrester Consulting, the composite enterprise with 5,000 employees saved USD 30 per device, per year in license fees[1] and was able to make better use of Microsoft 365 licenses, optimizing license use on a monthly basis.

Improve the user experience and generate fewer IT help desk tickets

Managing an enterprise IT help desk is a challenge in the best of circumstances. In the TEI study, Microsoft 365 help desk tickets were reduced as much as ten percent in the first year and efficiencies can increase each year.[1] Enterprises can also enhance the user experience with artificial intelligence (AI)- and cognitive-based, self-help-enabled services.

For example, of the 7,500 password reset calls to the help desk referenced in the TEI study, 75 percent were completed with self-help tools instead.[1] Automation tools allowed employees to complete their own password resets. This process freed up help desk time and also saved employees downtime.

Smaller infrastructure footprint

Maintaining hardware and software onsite is expensive. With Microsoft 365, enterprises can retire on-premises hardware, and the associated IT support costs may be reduced. The TEI study showed that six full-time equivalents (FTEs) that previously supported the on-premises hardware and software, could be redeployed to higher-value activities.[1] Another area that saw much greater efficiencies in the TEI study was security management because of the unified experience across the various security solutions. A wide variety of external communication and collaboration solution costs were reduced with features built into Microsoft 365 Enterprise E5. Solution areas that could either be eliminated or reduced might include private branch exchange (PBX), web-based conferencing, long-distance and mobile phone charges, and telecom support costs.

Faster deployments

A unified management platform for managing and securing all devices across the enterprise helps reduce the complexities of the multivendor environment. Anti-spam, encryption, mobile device management, and other security solutions are included in EMS, Windows 10, and Office 365 Advanced Security workloads. In the TEI study, these capabilities helped reduce deployment times by as much as 75 percent.[1]

Fewer security incidents

The TEI study also showed that internal and external security breach remediation costs were reduced by using two-factor authentication and Microsoft Advanced Threat Analytics. Security best practices, enabled by Microsoft 365 Enterprise E5, meant that 80 percent of the users had two-factor authentication.[1]

This factor, along with reduced reaction time to a breach with Microsoft Advanced Threat Analytics, lowered user-related security breaches and saved USD 3.3 million in remediation and other related costs.[1] Regulatory and security compliance was also greatly simplified.

In the TEI study, Microsoft 365 Enterprise E5 reduced security incidents by as much as 33 percent.[1] Applications were deployed more efficiently with intelligent automated deployment, Windows Autopilot and Microsoft Teams, along with the use of the latest IBM software technology upgrades, such as dynamic provisioning.

Microsoft 365 services from IBM is an enhancement to the existing IBM Managed Mobility offering. With this enhancement, IBM helps clients move to a user ecosystem based on the Microsoft 365 suite of products. This enhancement helps simplify management and maintenance of the user computing environment and helps optimize Microsoft 365 licensing spends.

IBM Managed Mobility Services teams are equipped to support customers by providing managed services for the entire Microsoft 365 suite. With the development of managed services for EMS, IBM support teams can now help customers realize the complete benefit of having Microsoft 365 licenses by working with customers' security teams and helping them with implementation and ongoing support for the new security products included in the EMS suite.

Why IBM?

As a leader in the digital workplace space, IBM provides end-to-end solutions designed to meet virtually all your modern workplace needs. IBM provides a comprehensive suite of services across security, device management, collaboration and mobility that enables more effective use of Microsoft security features. AI- and cognitive-based, self-help-enabled services further enhance the user experience. Intelligent automated deployment uses Windows Autopilot, Microsoft Azure Active Directory (AD) and Microsoft Intune help improve efficiency, decrease error rates and increase user satisfaction and end user efficiency.

IBM supports the end-to-end user workplace environment, which is comprised of workstations, mobile devices, collaboration and security capabilities based on the Microsoft 365 product bundle. This support helps clients streamline device management, making their user environment less complex to manage, while also helping control the costs of licenses and support.

For more information

To learn more about Microsoft 365 services from IBM please contact your IBM representative or visit ibm.com/services/digital-workplace.

Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM DOES NOT WARRANT THAT ANY SYSTEMS, PRODUCTS OR SERVICES ARE IMMUNE FROM, OR WILL MAKE YOUR ENTERPRISE IMMUNE FROM, THE MALICIOUS OR ILLEGAL CONDUCT OF ANY PARTY.

1 "Achieving Digital Business Transformation with Microsoft 365 Enterprise E5." A Forrester Total Economic Impact™ Study Commissioned by Microsoft, September 2017

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