

Microsoft  
**SECURITY**

Insight  
**REPORT**

**Reduce** your annual  
IT security spend by up to  
**£139,000**  
by leveraging your existing  
Microsoft 365 & EM+S investment.

Based on primary consultation and analysis with over 100  
senior IT decision makers across the UK.

# Foreword

David Smart  
Chief Executive Officer,  
Softwerx Ltd



As a specialist Microsoft Gold Partner, Softwerx has been helping organisations better modernise and secure their business environments for more than twenty years.

I hope that you find our own experience and findings, by way of this unique report, a useful aid to informative decision-making within your own business.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D Smart', written in a cursive style.

David Smart

## Intended Audience and Technical Language

This report is written for executive decision makers who are responsible for productivity, security and compliance within their organisation, whose responsibilities include a technical and, or commercial remit.

As such, this report inevitably makes some reference to technical terms and acronyms, commonplace within the security industry and Microsoft marketplace.

Whilst we don't have space in this document to explain each term used, or to include details of each Microsoft subscription plan, a list of acronyms is included in the back for reference.

Please contact Softwerx directly for more information on the Microsoft subscription plans mentioned.

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# Introduction

The cyber security industry in general has become noisy, complex and costly.

Informed decision making has arguably never been more crucial or valuable.

Building and maintaining a robust cyber security posture has never been more difficult. **Product-overlap and product bloat is now an issue** as many vendors and solutions compete for the same space.

Consolidation and commoditisation within the marketplace adds further **confusion and complexity**; today's wise investment may not seem so wise tomorrow.

**In our experience, and as disclosed in this unique study, it doesn't have to be like this.** Recently Microsoft have rapidly advanced their cyber security features, a number of which offer distinct advantages over third-party alternatives.

Clearly many **organisations are not aware, or do not fully understand the investment they may already have with Microsoft. This means there is a lost opportunity** to streamline their cyber security and save money in the process.

Substantial productivity, security and commercial benefits can be gained, by simply **developing a greater understanding** and subsequently leveraging features of an existing Microsoft subscription plan.

**We consulted over 100 senior IT decision makers to gain an independent and unique insight** in to the Microsoft 365 and Enterprise Mobility + Security (EM+S) marketplace.

We wanted to test our own experience further, so we decided to undertake a comprehensive study around the use, understanding, adoption and approach toward Microsoft 365 and EM+S. This is the first of its kind in the UK.

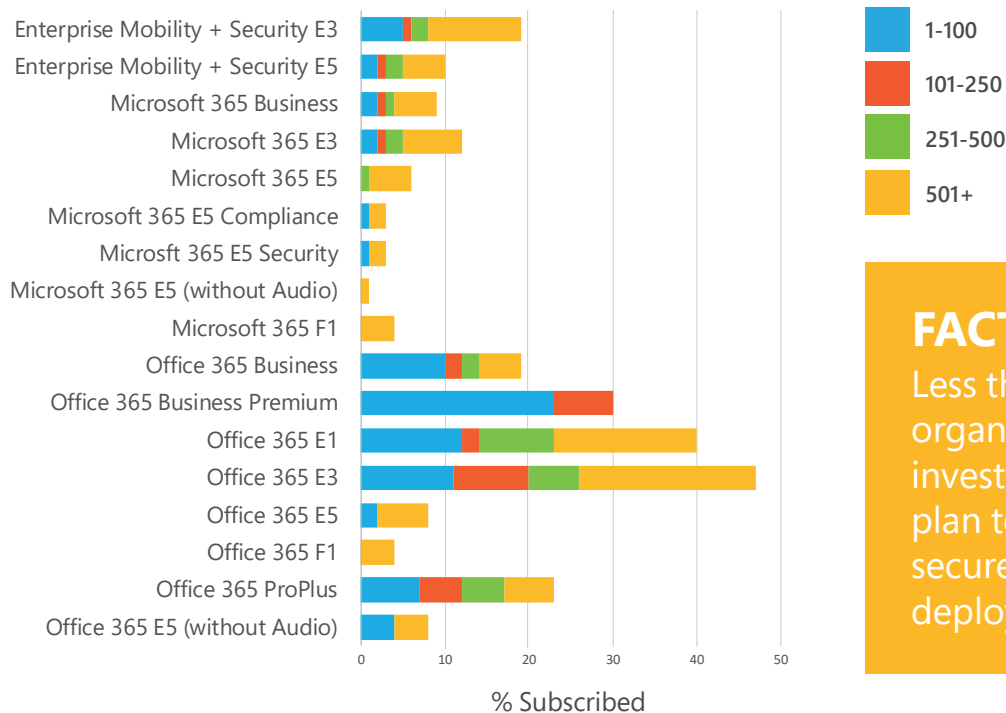
**We found some very interesting results!**

A business that achieves all of the savings identified in this report could **reduce their IT spend by over £100,000 per annum.**

We asked: "What are your organisation's current Microsoft subscription plans?"

# Subscription Plans

## Microsoft Subscription by Organisation Employee Size



### FACT:

Less than 30% of organisations have invested in an EM+S plan to protect and secure their 365 deployment.

### The Insight

There is a potential security risk for many organisations that run a Microsoft Office 365 environment without an augmented security solution in place. Unsurprisingly, Office 365 E3 is the most popular plan, with a relatively even adoption rate across all organisations.

### The Opportunity

Augmenting and deploying a Microsoft Office 365 environment, with an EM+S plan, is the most cost-efficient and effective way to realise a robust native security experience.



# Use Case 1

A housing support organisation saved £55,000 on the security and management of their mobile device estate. This was achieved by utilising the Microsoft Intune MAM/MDM features within their EM+S E3 licence.

## ⚠ The Challenge

A housing support organisation was using a well-known mobile device management (MDM) solution to manage their user estate of mixed corporate and personal (BYOD) devices. They wanted to reduce their IT overheads, without compromising on security.

Through their existing Microsoft EM+S E3 licence subscription, they already had the Microsoft Intune service, which included both MDM and mobile application management (MAM).

## ✅ The Benefit and Saving

Following a successful proof of concept with a selected user base, both MDM and MAM were configured in conjunction with Conditional Access to respectively manage both corporate devices and user applications.

The organisation retired their MDM solution and utilised Microsoft Intune MDM/MAM across the organisation – saving an estimated £55,000 per annum. The IT team were also pleased to simplify the administration process.

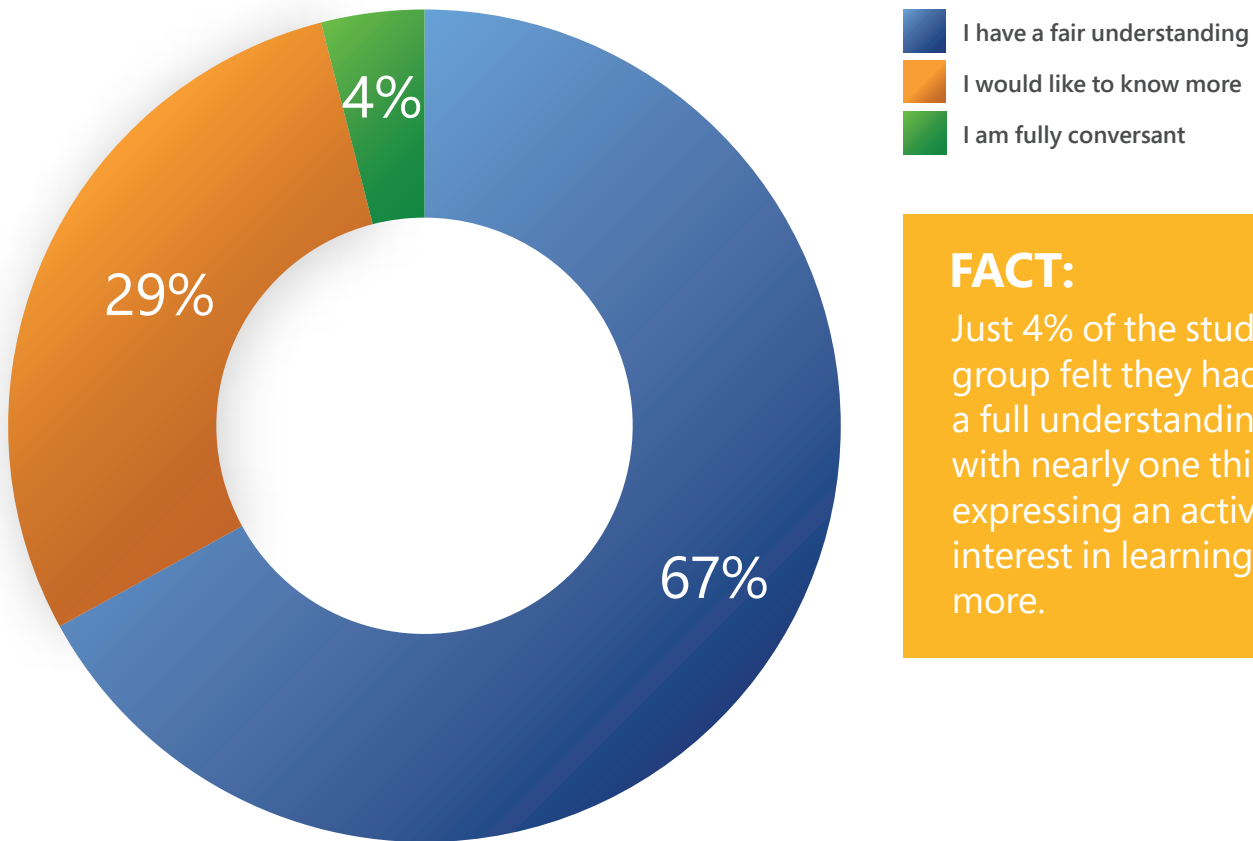
"The licence savings were certainly substantial, but the hidden benefits in actually managing one less solution were also significant."

*- Chief Information Security Officer, a major UK housing support organisation*

# Awareness Levels

We asked: "What is your general level of awareness and understanding of the Microsoft Office 365 and EM+S portfolio?"

## General Awareness of Microsoft Office 365 and EM+S Portfolio



### FACT:

Just 4% of the study group felt they had a full understanding, with nearly one third expressing an active interest in learning more.


### The Insight

The response to this question that only 4% of participants 'are fully conversant' with the Office 365 and EM+S portfolio is understandable. To have a complete and current understanding of the ever-changing Microsoft Office 365 and EM+S portfolio, it would almost need to be your single focus (your full-time job).

### The Opportunity




Seeking an expert opinion makes a lot of sense. A marginal improvement in understanding can result in a significant gain in productivity and security.





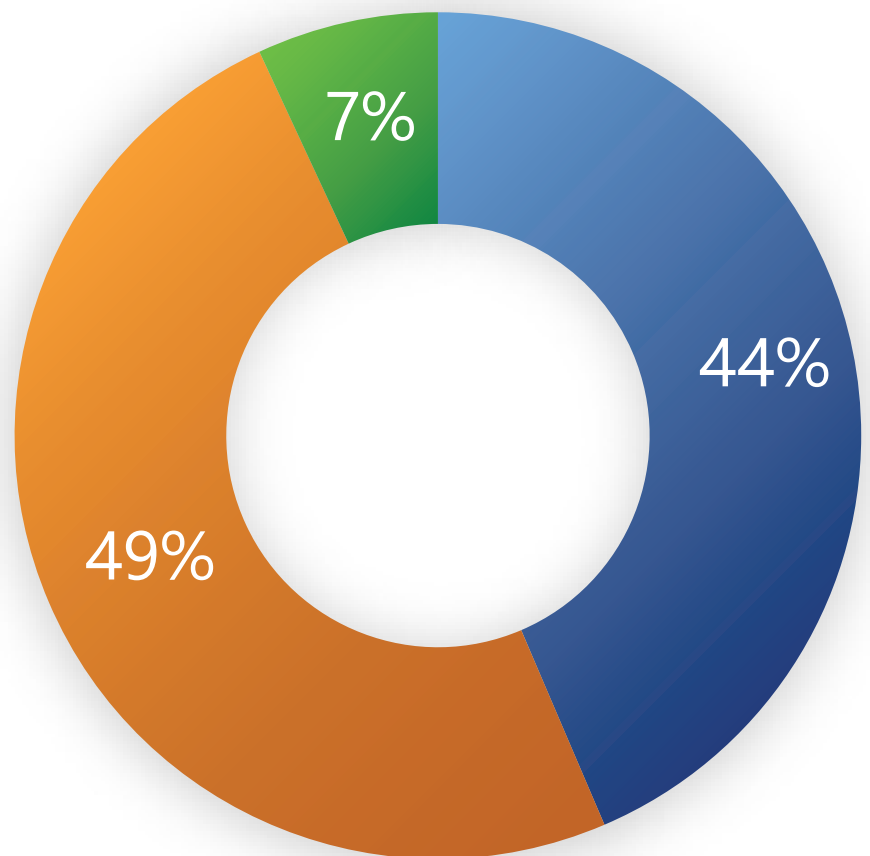
We also asked: "How does your organisation keep abreast of the latest changes and additions to the Microsoft Office 365 and EM+S portfolio?"

### Continual Learning of Changes to the Microsoft Office 365 and EM+S Portfolio

-  We do all our own research
-  We are advised by a 3rd party
-  We have a direct relationship with Microsoft

#### FACT:

Almost half of the organisations rely entirely on their own research, potentially leaving them less informed.



#### The Insight

There are very few organisations that are fortunate enough to have a direct relationship with Microsoft.

Many others rely upon a third-party relationship, but often (in our experience), these relationships are largely transactional, or cannot provide deep expertise.

#### The Opportunity

Building and maintaining an intelligent security posture is a process, not an event. Evaluating how you stay ahead of the game and who you partner with can yield significant benefits.



# Use Case 2

An established law practice saved £21,000 by protecting their documents with Unified Labelling.

## ⚠️ The Challenge

An established London law practice agreed to a free security assessment of their Microsoft environment and licensed subscription plans. The practice had already subscribed to Microsoft 365 E3, the initial business driver being to take advantage of Microsoft Intune and to better manage a flexible BYOD policy.

Their current Microsoft 365 E3 licence subscription also gave them access to classification and protection features, in particular – Azure Information Protection Plan 1 (AIP Plan 1) – which enables the native classification and labelling of documents and data, directly from programs within the Office suite.

## ✅ The Benefit and Saving

After a short pilot project to better ascertain how documents and emails could be classified and encrypted, the firm decided to adopt Unified Labelling in conjunction with AIP and Cloud App Security. This allowed them to replace their document management and classification system, saving an annual subscription fee of £21,000.

Feedback from employees was very positive, particularly around the ability to classify documents directly from Office applications.

"A great solution for the practice, effectively under our nose."

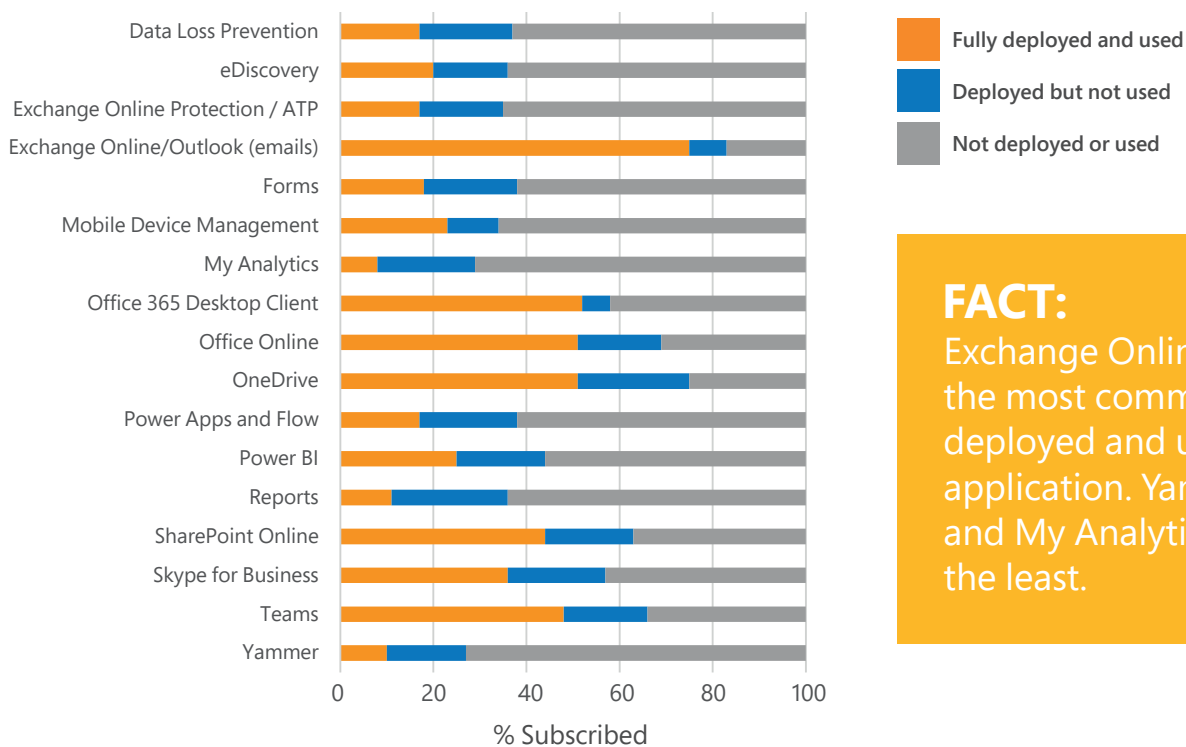
- Senior Partner,  
London-based law firm



# Deployment and Use

We asked: "Which Microsoft Office 365 applications are deployed in your organisation and which are being used?"

## Deployed Applications and Features within Microsoft Office 365 Subscription



### FACT:

Exchange Online is the most commonly deployed and used application. Yammer and My Analytics are the least.

### The Insight

Some of the feature-rich security applications such as data loss prevention (DLP) and its associated device management and content classification services are not widely deployed or used. This is despite them existing within a range of Office 365 service plans.

### The Opportunity

There is a good chance that if you have already invested in an Office 365 or Microsoft 365 subscription there are applications within these plans that can be easily deployed. This means effectively you may be paying for a service you are not fully using, or perhaps worse, investing unnecessarily in a third-party solution to fill a gap that didn't exist.

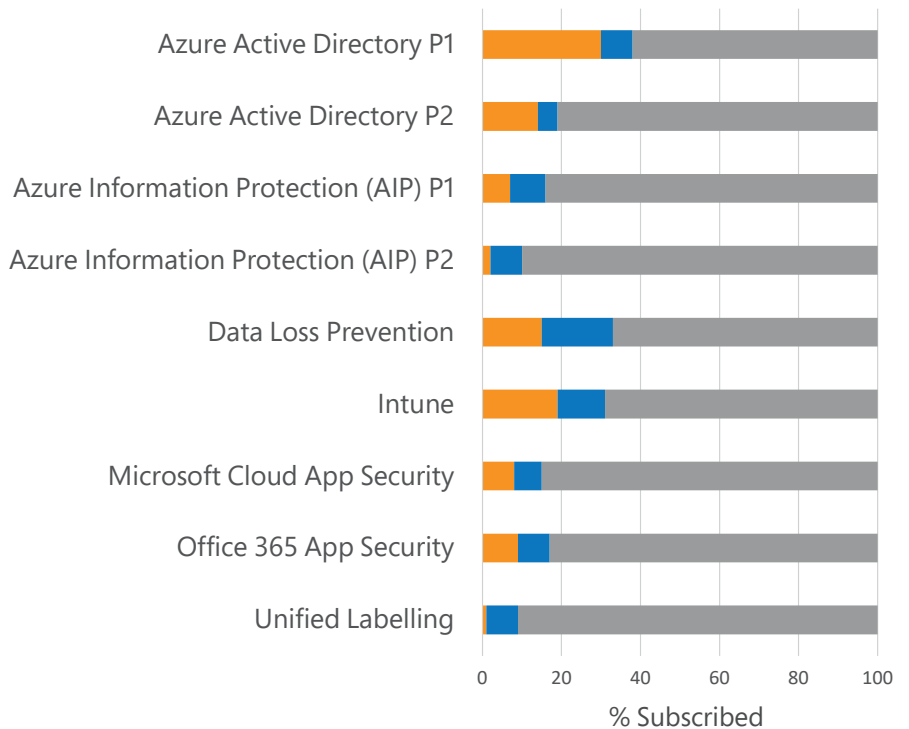


We also asked: *“Which EM+S applications are deployed in your organisation and are being used?”*

### Deployed Applications and Features within EM+S Subscription Plans

- Fully deployed and used
- Deployed but not used
- Not deployed or used

**FACT:**  
 91% had not deployed and were not using Unified Labelling. 85% were not using Cloud App Security.



#### The Insight

Of the 29% that had an EM+S subscription, most were either not aware and had not deployed; or had deployed and were not using many of the applications within their subscribed plans.

#### The Opportunity

EM+S is still Microsoft’s best kept secret. If you think you know the entire feature set within the latest EM+S plans, you may be surprised – and you may be missing a significant opportunity.



# Use Case 3

A specialist manufacturing firm replaced their incumbent Access Management Solution with Azure Active Directory Single-Sign-On and saved approx. £28,000 per annum.

## ⚠ The Challenge

A specialist British manufacturing company was using a very well-known identity management solution for their workforce to access their cloud applications.

Having compared this solution with Azure Active Directory (Azure AD) Plan 1 from Microsoft, the business quickly realised they no longer needed a separate third-party application.

## ✅ The Benefit And Saving

The company leveraged their Microsoft subscription, which included Azure AD Plan 1, and realised an annual net saving of £28,000. The transition for the workforce was seamless and went by largely unnoticed.

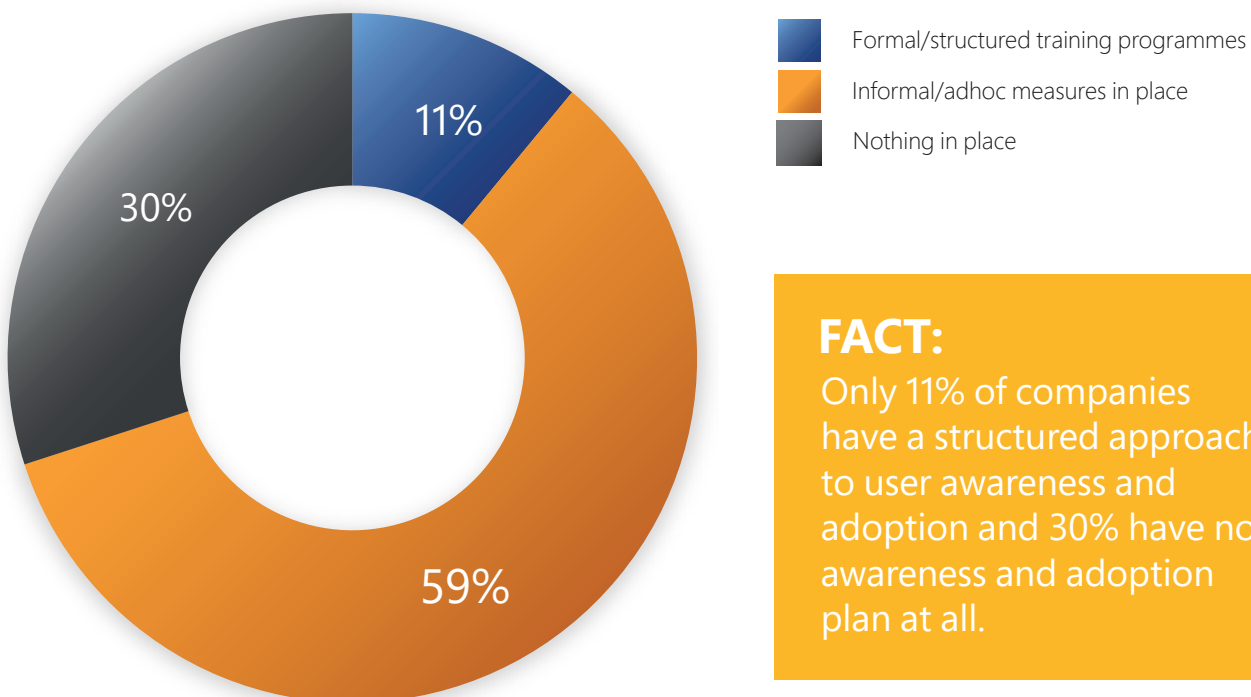
"It's almost a full-time job, keeping on top of all of the Microsoft technologies and offerings - Softwerx's help was invaluable."

- *Head of Information Systems,  
specialist UK manufacturing company*

# Managing Adoption

We asked: "How do you manage user awareness and adoption of Office 365 and EM+S within your organisation?"

## Approach To User Adoption



### FACT:

Only 11% of companies have a structured approach to user awareness and adoption and 30% have no awareness and adoption plan at all.

### The Insight

Though many of the Microsoft applications are intuitive and accessed through a common user-interface, often new services remain under utilised because there is no formal or informal user awareness and adoption programme in place.

### The Opportunity

User adoption is a critical issue for many businesses. In the world of cyber security, effective adoption and regular updates can deter a serious breach, or save a significant alternate spend.





# Use Case 4


A global investment firm reduced their overall IT security spend by £35,000, by using the multi-factor authentication functionality within their Microsoft 365 E3 subscription.

## The Challenge

A global investment house had been using a standalone multi-factor authentication (MFA) solution for a number of years. However, they also had a Microsoft 365 E3 subscription, which included MFA within the identity and access management feature set.

## The Benefit And Saving

Following a comprehensive scoping exercise and a successful proof of concept, Conditional Access was selected to simplify and replace their existing third-party MFA system – saving an annual licence fee of approximately £35,000.



"We were a little sceptical at first, but pleasantly surprised just how far the Microsoft Security suite had advanced."

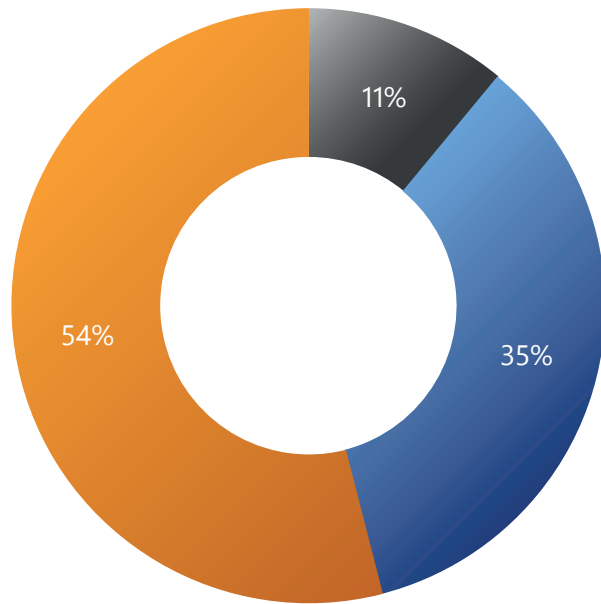
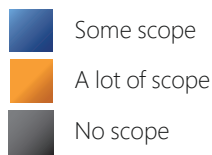
- *Head Of Security,  
global investment  
firm*



Finally, and crucially, we asked: "To what extent do you believe there is scope to better leverage your existing Microsoft investment?"

# Leveraging Your Investment

Scope To Leverage Existing Investment



## FACT:

Nearly 90% of respondents stated that there was scope to better leverage their existing Microsoft investment.

### The Insight

This question (and the answer) goes to the very heart of this survey and report, with almost all respondents recognising that they could do better.

### The Opportunity

Our own experience was the initial driver for this survey and report i.e. we wanted to understand to what extent UK business could derive a greater value from their existing Microsoft investment. It appears the opportunity is apparent and significant.

# Findings

We recommend that all businesses should re-evaluate their current Microsoft subscription plans, to determine to what extent an improvement in security and, or a reduction in spend may be achieved.

## 1. Taking Stock

Microsoft is constantly enhancing its security and compliance portfolio. However, it can sometimes be difficult to ascertain which subscription plans best align with which services, application(s) and feature set(s). This means that **many businesses may not have a clear understanding of the services that are available, or indeed the services that they may have already subscribed to, but are not using.**

## 2. Staying Informed

**Keeping abreast of the fast-changing level of technology – and indeed the frequent changes to the Microsoft licensing options – is an increasingly difficult task,** with many businesses reliant and dependent upon their own internal resources to stay ahead of the curve.

## 3. User Adoption

Understanding, subscription and deployment is only part of the picture. **User adoption is still a critical part of building and maintaining a robust security posture.** Even just a low-level or an informal approach to helping users increase awareness and understanding can make a huge difference in terms of leveraging the full use of an investment.

## 4. Smart Uplift

The potential benefit of extending or augmenting a current subscription plan with a native second service, (e.g. adding EM+S to an existing Office 365 subscription) is compelling. Doing so can result in a **significant increase in security for a relatively small uplift,** compared to an additional spend on another third-party solution.

## 5. A Clear Opportunity

**A clear opportunity exists to improve levels of productivity and security - whilst significantly reducing expenditure.** This can be achieved by better understanding, and optimising an existing Microsoft subscription.

Our own experience correlates with the findings of this survey: for many organisations, a small improvement in the understanding of an existing investment, can result in a significant business benefit and saving.

# Take Action

To find out more about all of the below, please visit [www.softwerx.com/security](http://www.softwerx.com/security)

## 1. Assess

If this report has raised some concern or curiosity within your own mind about how your organisation may benefit from a greater understanding of your Microsoft environment, **please call us now on 01223 834 333 for a free initial consultation.**

## 2. Learn

If you feel that you already have a good understanding and you are comfortable with your Microsoft deployment, why not double-check your thinking? **Watch our highly acclaimed Microsoft 365 Security Webinar at:**

[www.softwerx.com/security\\_webinar](http://www.softwerx.com/security_webinar)

## 3. Get Support

**If you're up and running, but you just need some expert advice or background support, feel free to give us a call on 01223 834 333.** We're always happy to chat through different scenarios and we also offer simple and affordable Microsoft support packages, should your own team need that expert level of third-line technical support.

## 4. Subscribe

If you just want to keep up to speed with everything Microsoft, why not **join our Microsoft Cloud Security Community?** It costs nothing and we'll make sure that you stay ahead of the curve by getting you the latest information about Microsoft as soon as it is released.

## 5. Top Gun

**Join our 2020 Microsoft Top Gun programme** and you'll get the chance to test your knowledge against your peers, build your own career and win some fantastic prizes along the way.



## About This Report

This report incorporates the first primary research analysis undertaken in the UK around the **use and adoption of Microsoft Office 365 and EM+S. We consulted 112 senior IT decision makers, from more than 35 different industry sectors.**

**We categorised them** by size (0-100, 101-250, 251-500, 501+), location and industry type. We asked them a set of **detailed questions about their use, adoption, approach and attitude toward their Microsoft Office 365 investment.**

We also spoke with some of our key clients about their own experience with Microsoft Office 365 and EM+S.

In particular, we considered how a greater understanding (and subsequent deployment) of their existing Microsoft subscription plans had **positively impacted their business.**

## About Softwerx

Based in Cambridge and London, Softwerx is a leading Microsoft cloud security practice with specialist knowledge around Microsoft cloud security, cloud infrastructure and compliance.

Holding multiple Gold Microsoft Partner competencies and industry standard accreditations, we are well equipped to provide the industry insight your team needs.

Microsoft  
Partner



Gold Cloud Productivity  
Gold Cloud Platform  
Gold Datacenter  
Silver Enterprise Mobility Management  
Silver Small and Midmarket Cloud Solutions



We looked at this from both a productivity and security perspective, alongside any commercial benefit. **All agreed that the improvements to both productivity and security were significant - and all acknowledged a net commercial saving.**

On average, each business reduced its annual IT security spend by approximately £35,000. A business that could realise all or more of these savings could **reduce their ongoing IT security spend by over £100,000 per annum.**

Key to these savings and core to this report is that significant productivity, security and commercial **benefits were realised from organisations that had only a mid-range subscription plan with Microsoft.**

We've been helping forward-thinking companies modernise and secure their businesses across the UK and Europe for nearly twenty years – the chances are we could help yours too.

### Microsoft Licence Plans:

For a detailed explanation of the Microsoft subscription plans and features in this report, please get in touch with us.



## List of Acronyms

Azure AD	Azure Active Directory
AIP	Azure Information Protection
ATP	Advanced Threat Protection
BYOD	Bring your own device
DLP	Data loss prevention
EM+S	Enterprise Mobility + Security
MAM	Mobile application management
MDM	Mobile device management
MFA	Multi-factor authentication



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