

HAPPIER OFFICE 365® USERS

WORKFORCE PRODUCTIVITY ON THE RISE

155M

Active monthly commercial users

3M

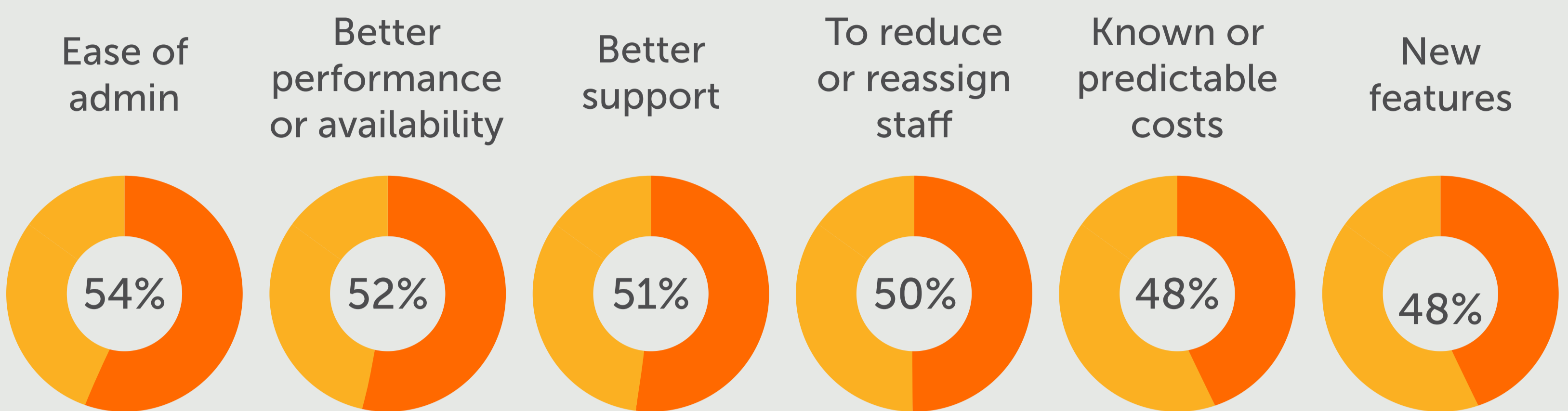
new users each month

69%

of companies say that they are more productive after shifting to Office 365

Productivity and collaboration require excellent digital performance

WHY ARE COMPANIES MIGRATING TO O365?



YET, USER ISSUES PERSIST



62% of issues are first reported by end users vs 18% by IT

RESOLVING ISSUES IS TRICKY



It can take 7 hours/week



And 6 FTE to resolve an issue

WHERE'S THE PROBLEM?



Issues in the cloud



Device issues



User error



Network issues

COMMON APP ISSUES



Sync Issues



Skype for Business

Poor audio/video quality



Broken macros



Performance delays



Email outages

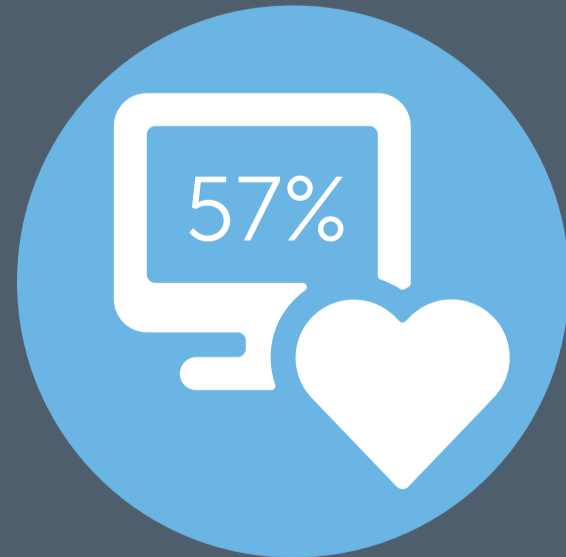
HOW TO MAKE USERS EVEN HAPPIER



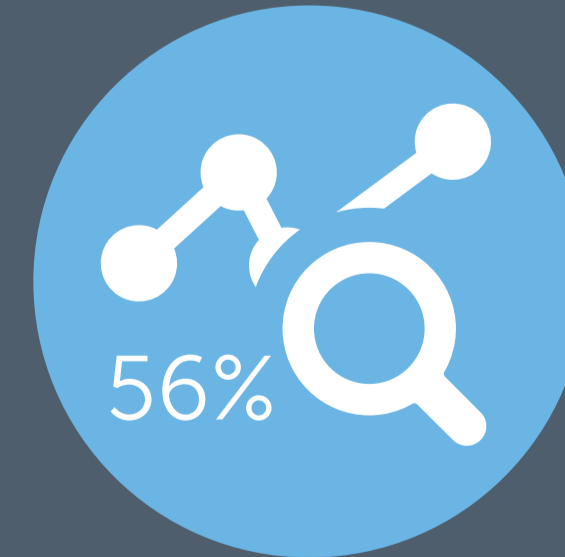
Self-service remediation



App performance from end user perspective



Device health



Visibility into network delay



User behavior/trends

Happier users require greater insight into end user experience

LEARN MORE:

Download the full report and learn how Riverbed can help increase user satisfaction at riverbed.com/office365

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Sources: <https://techcommunity.microsoft.com/t5/Office-365/Office-365-Soars-to-155-Million-Active-Users/td-p/277882>
Wakefield Research, 2019

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