Osterman Research
SURVEY REPORT

Survey Report by Osterman Research
Published **December 2019**

Using Third-Party Solutions With Office 365

Figures in this Report

Overview

Office 365 is licensed for use by more than 180 million users at more than 1.4 million commercial, education and government organizations, making it currently the most popular enterprise cloud service in the world. It covers a variety of situations, scenarios, and capability sets. Microsoft has won massive market momentum by bundling office productivity software and cloud-based services in Office 365 and Microsoft 365, much like it did with its original bundling of Word, PowerPoint and Excel back in the 1990s to create Microsoft Office. This paper discusses aspects of the email messaging and collaboration services that are nearly synonymous with Office 365.

While Microsoft offers an industry-leading communications, collaboration and productivity platform, organizations need to understand their real requirements and most would be well-served by reinforcing the service in several key, supplemental areas, most especially security, archiving, eDiscovery, and encryption. Decision makers need to be aware that relying exclusively on the native capabilities in Office 365 can present challenges and business risks for their organization. While the inclusion of similar capabilities in the platform may give some the impression of platform self-sufficiency, organizations should recognize that certain features may not best align with their business needs, now or in the future. In specific areas, it's important to recognize that a focused third-party vendor with deep industry and solution experience is often able to deliver deeper and better capabilities compared to Microsoft, thereby complementing Office 365 and reducing the business risk of embracing all Office 365 features as sufficient or even ideal.

ABOUT THIS WHITE PAPER

This survey report presents the results of a primary market research survey conducted with members of the Osterman Research survey panel and others during July 2019. The survey was conducted with 163 members of the panel, located primarily in North America.

Here are the key details of the survey:

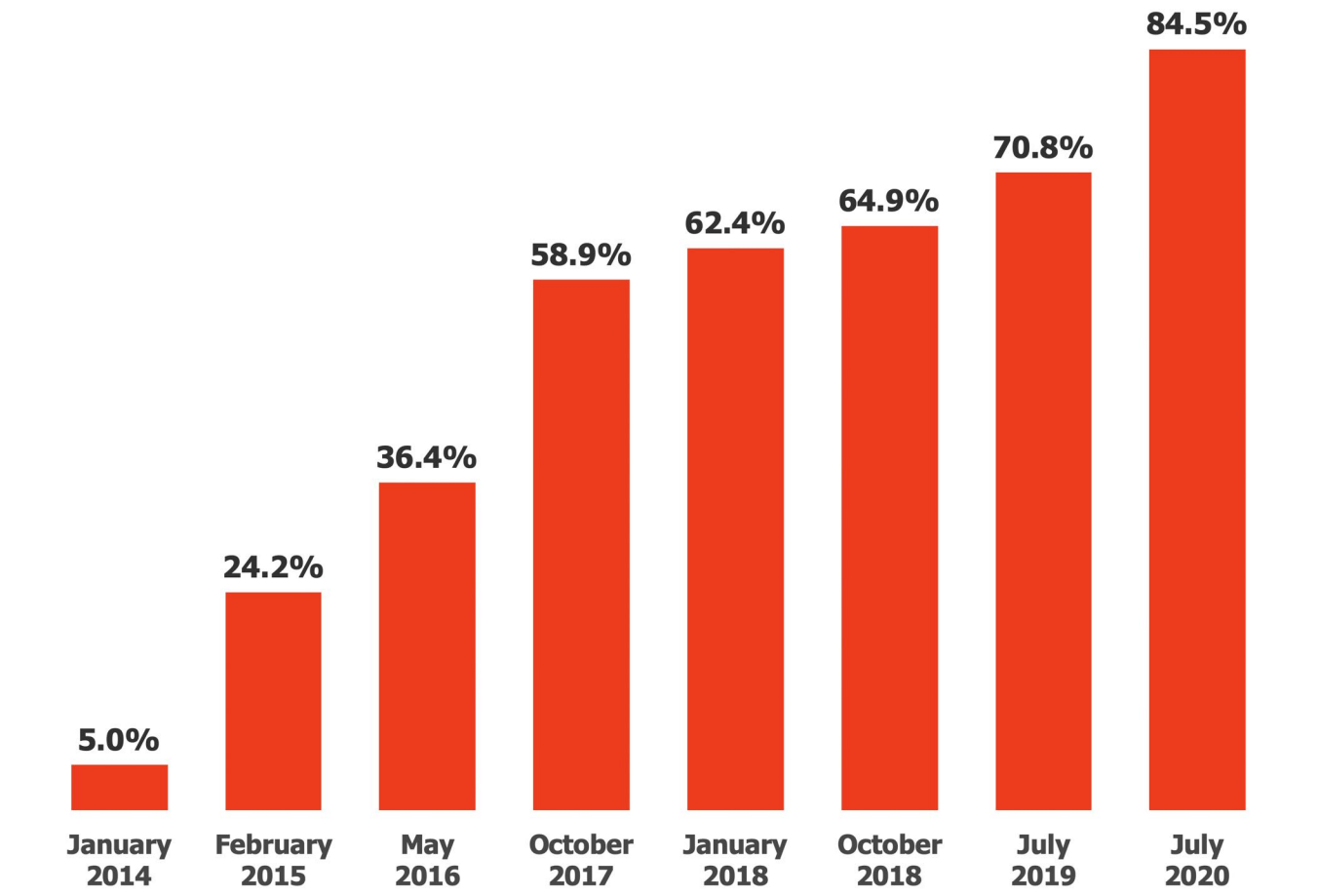
- Mean number of employees at the organizations surveyed: 19,597 (median was 1,012).
- Mean number of email users at the organizations surveyed: 18,208 (median was 950).

In order to qualify for the survey, respondents had to be an IT decision maker and/or influencer with regard to the deployment of Office 365 in their organization.

To download the full white paper, *Using Third-Party Solutions With Office 365*, please click here.

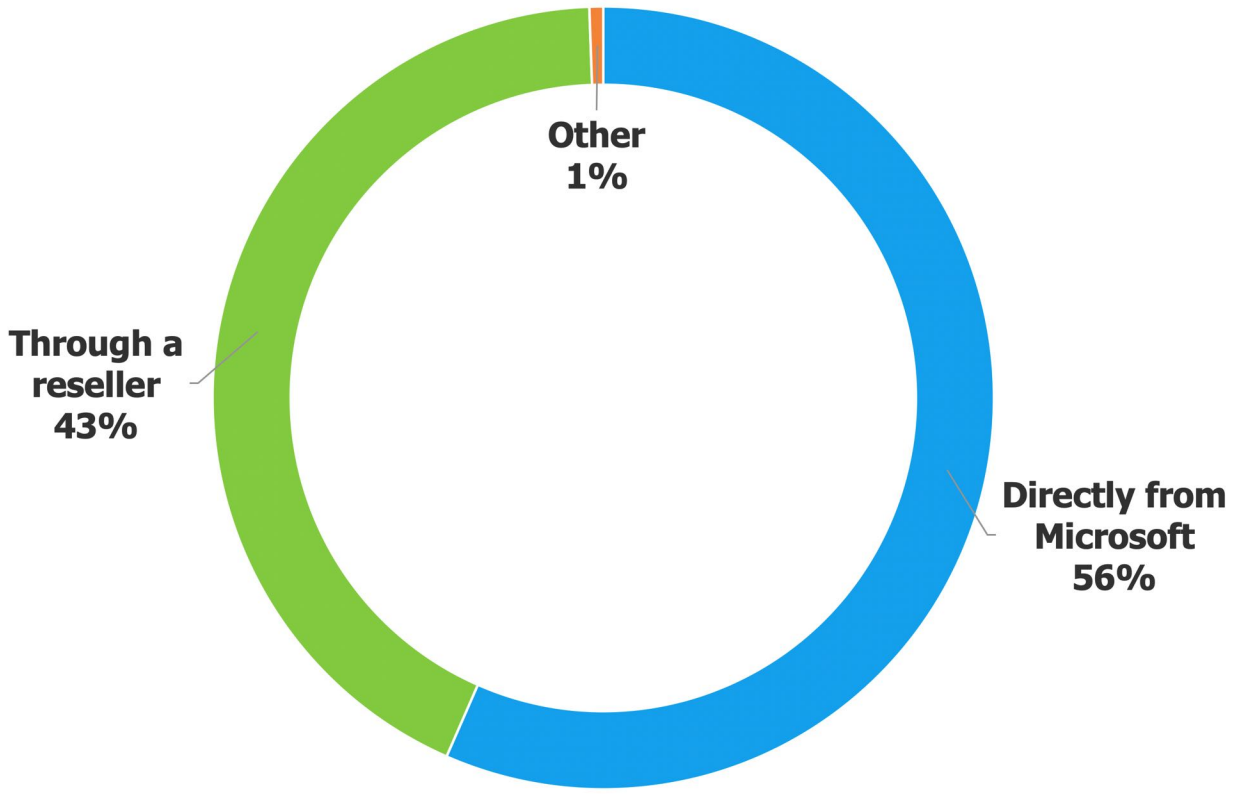
Survey Findings

Figure 1
Percentage of Users That Have Been Migrated to Office 365
2014 to 2020



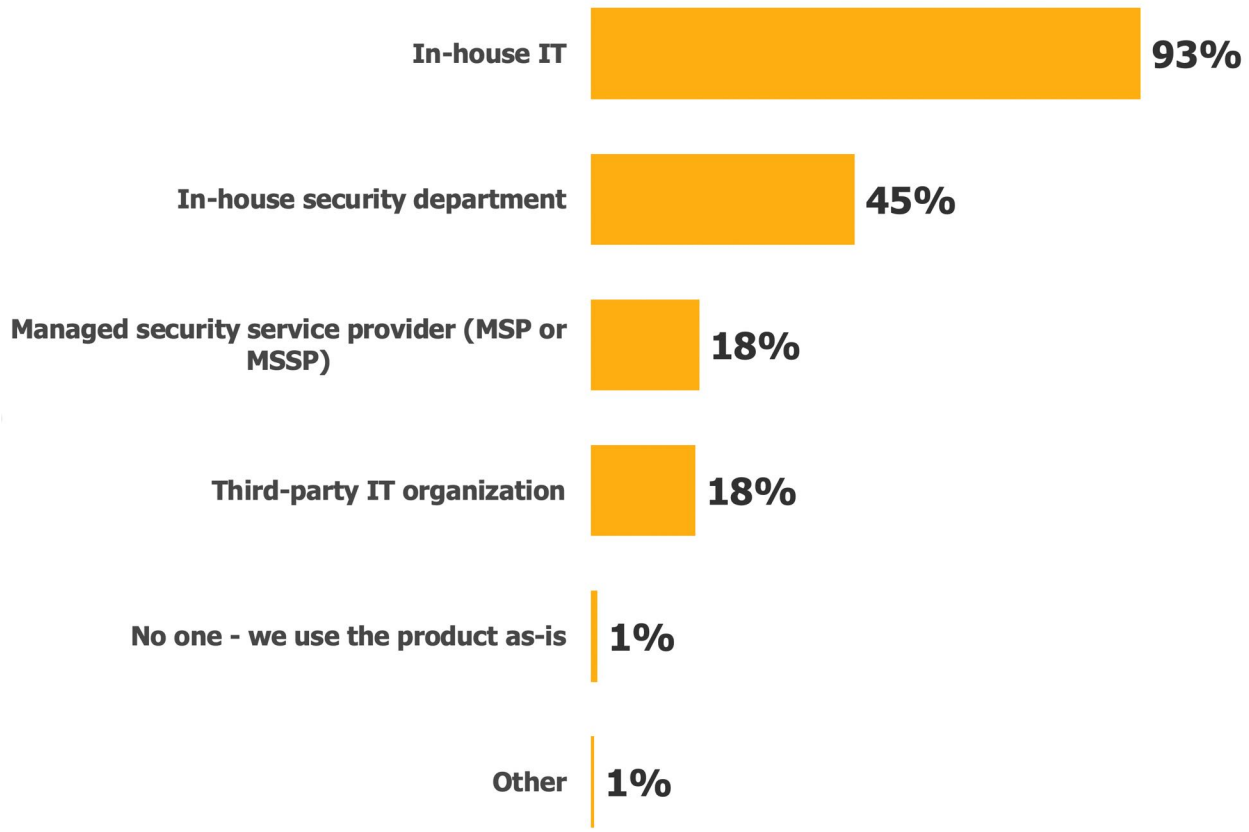
Source: Osterman Research, Inc.

Figure 2
Methods Used to Acquire Office 365



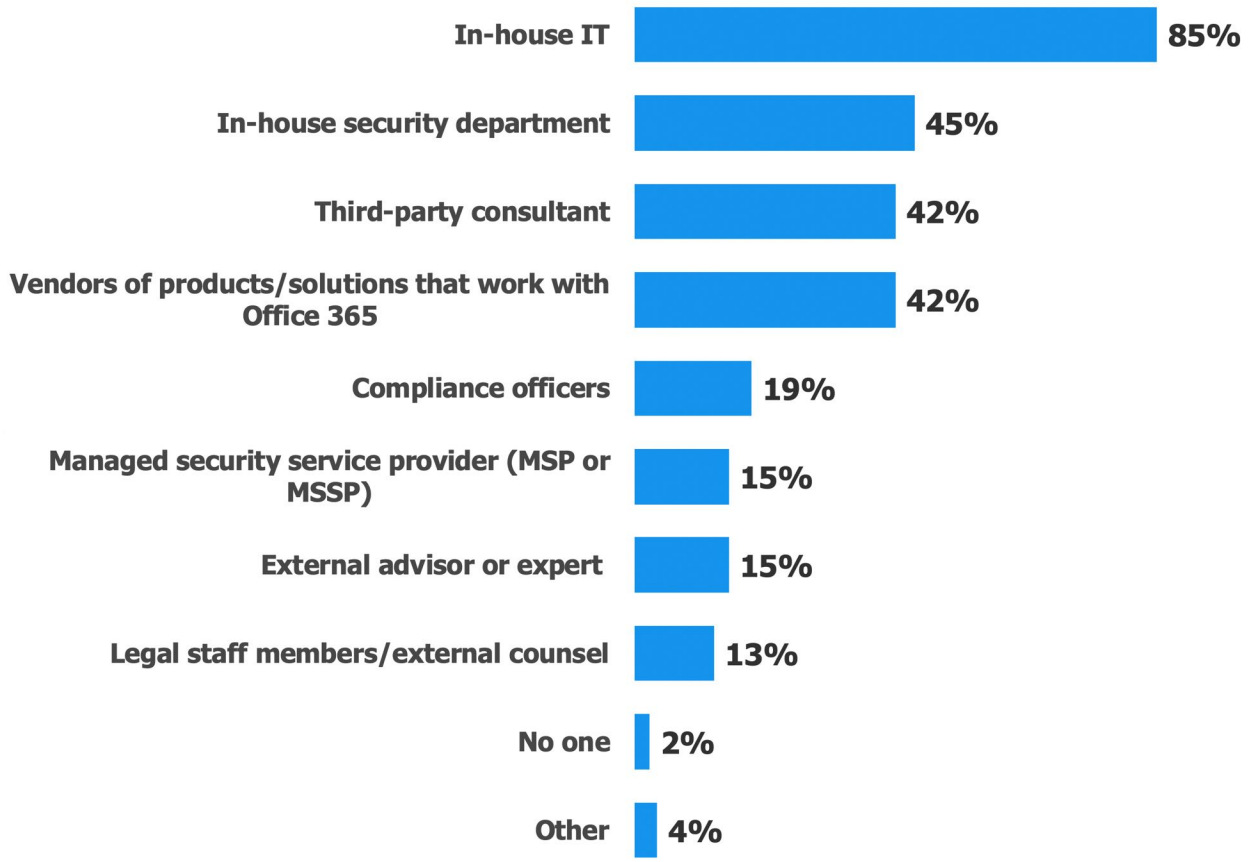
Source: Osterman Research, Inc.

Figure 3
Groups Responsible for Office 365 Security Administration and Support



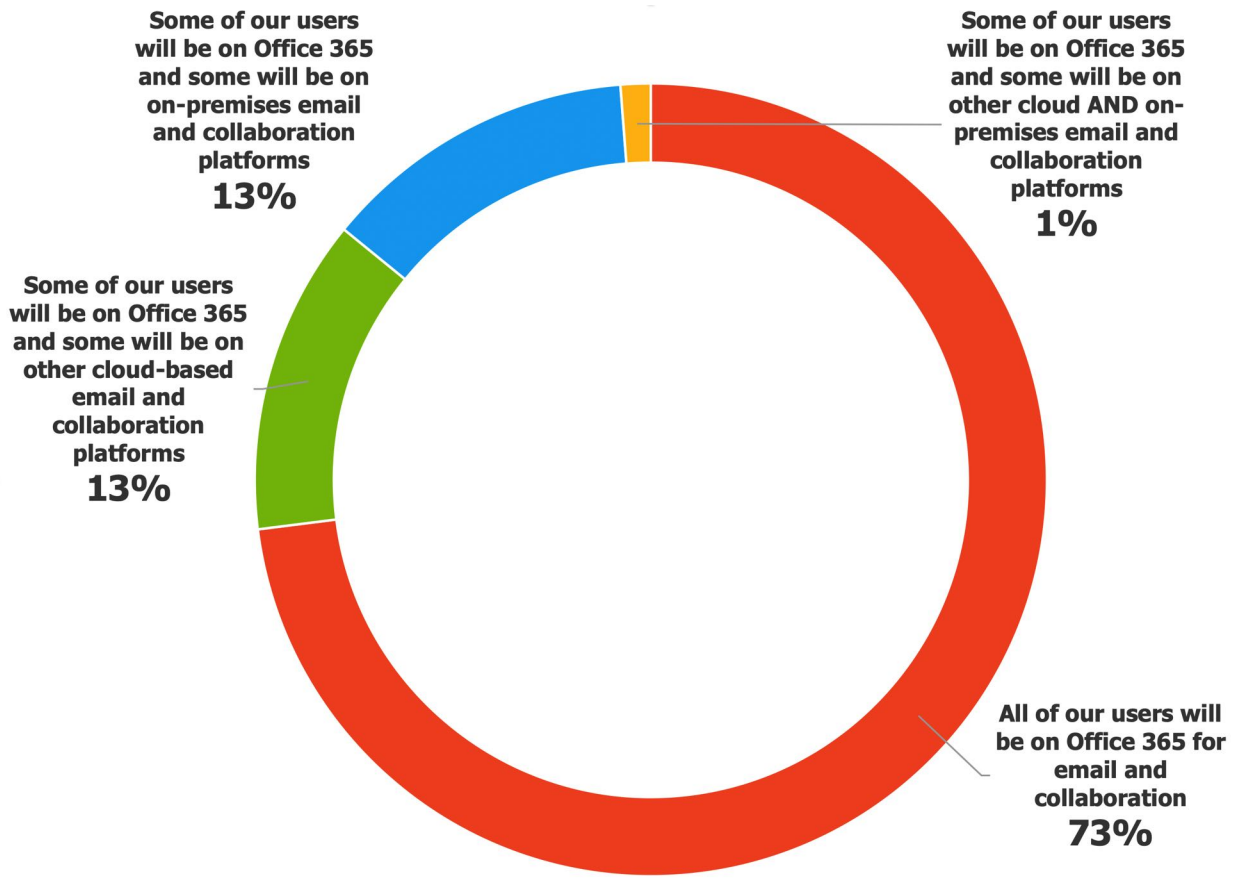
Source: Osterman Research, Inc.

Figure 4
Sources That Provide Consultation About Office 365



Source: Osterman Research, Inc.

Figure 5
Organizations' Ultimate Plans for Office 365 Once Deployment Has Been Completed



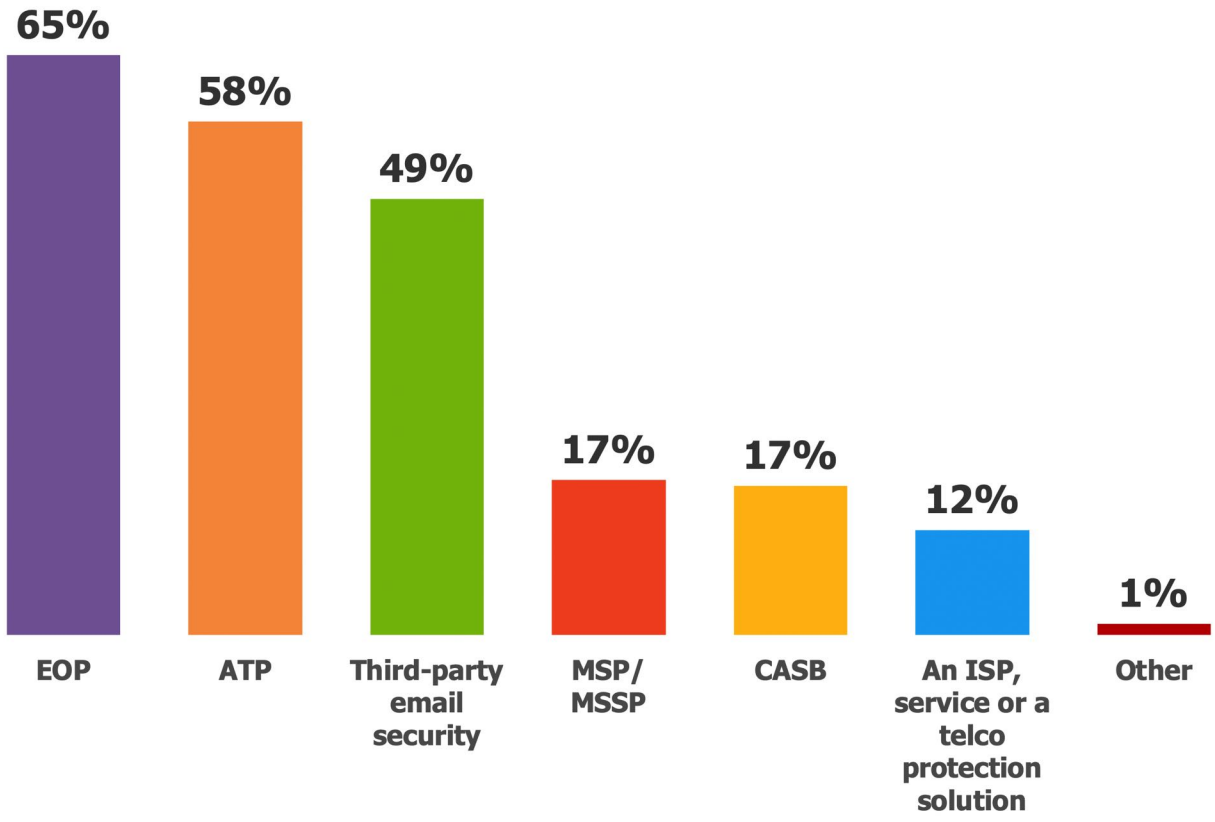
Source: Osterman Research, Inc.

Figure 6
Concerns About Various Security Issues
Percentage responding a "serious" or "very serious" concern

Concern	%
Phishing delivered through email	76%
Ransomware	67%
Emails that link to potentially risky web sites	64%
Malicious data breaches	63%
Email attachments that contain malware	63%
Compromised credentials / account takeover	61%
Accidental data breaches	57%
CEO Fraud/Business Email Compromise	52%
Security concerns about email attachments that our current security solutions don't address	52%
Phishing delivered through non-email channels	52%
Privileged access to Office 365 workloads, Azure AD, etc.	47%
Ability to apply controls across cloud apps (i.e., beyond Office 365)	45%
Open fie shares (i.e., broad permission in OneDrive, SharePoint Online, etc.)	44%

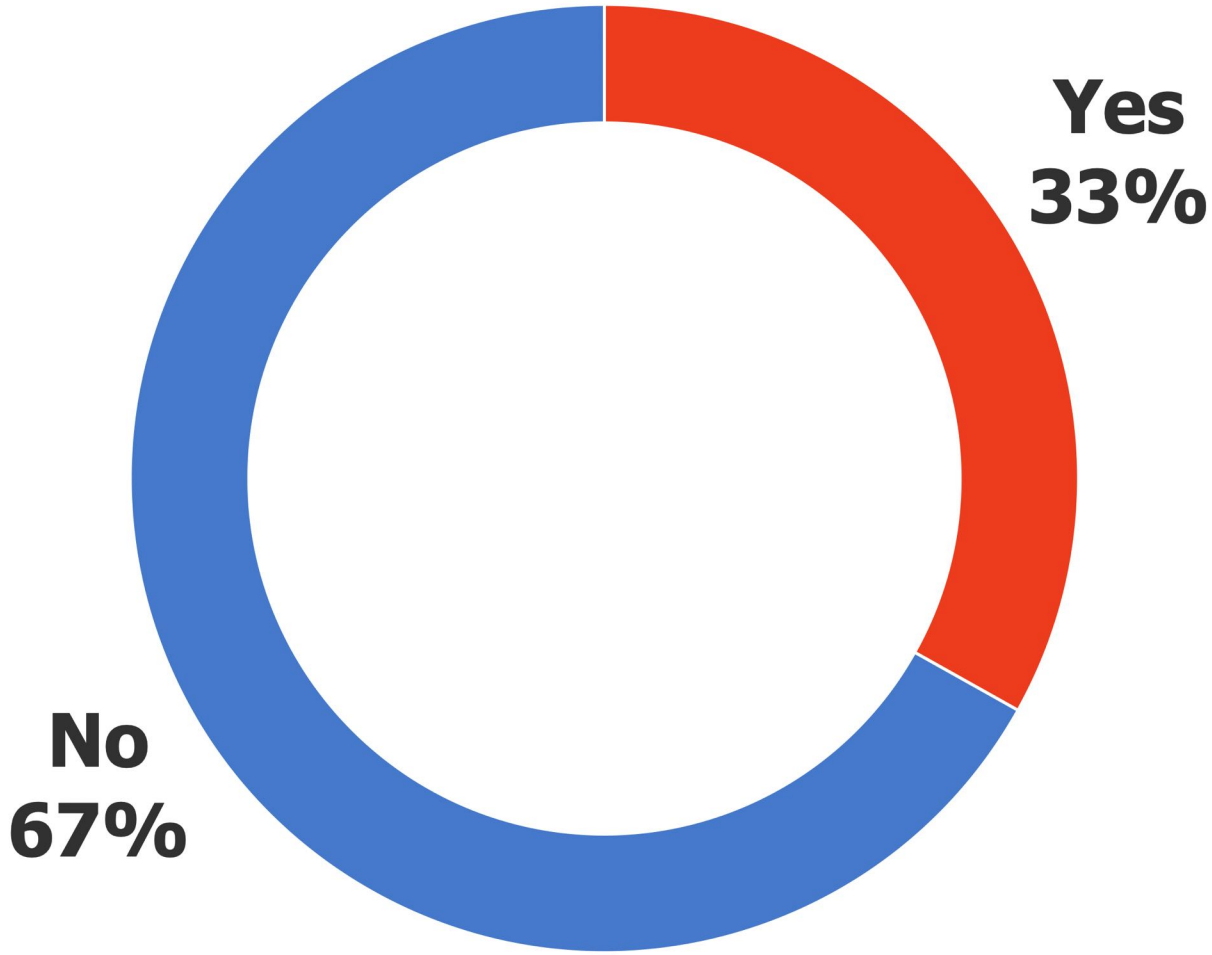
Source: Osterman Research, Inc.

Figure 7
Solutions Used to Secure Office 365 Email



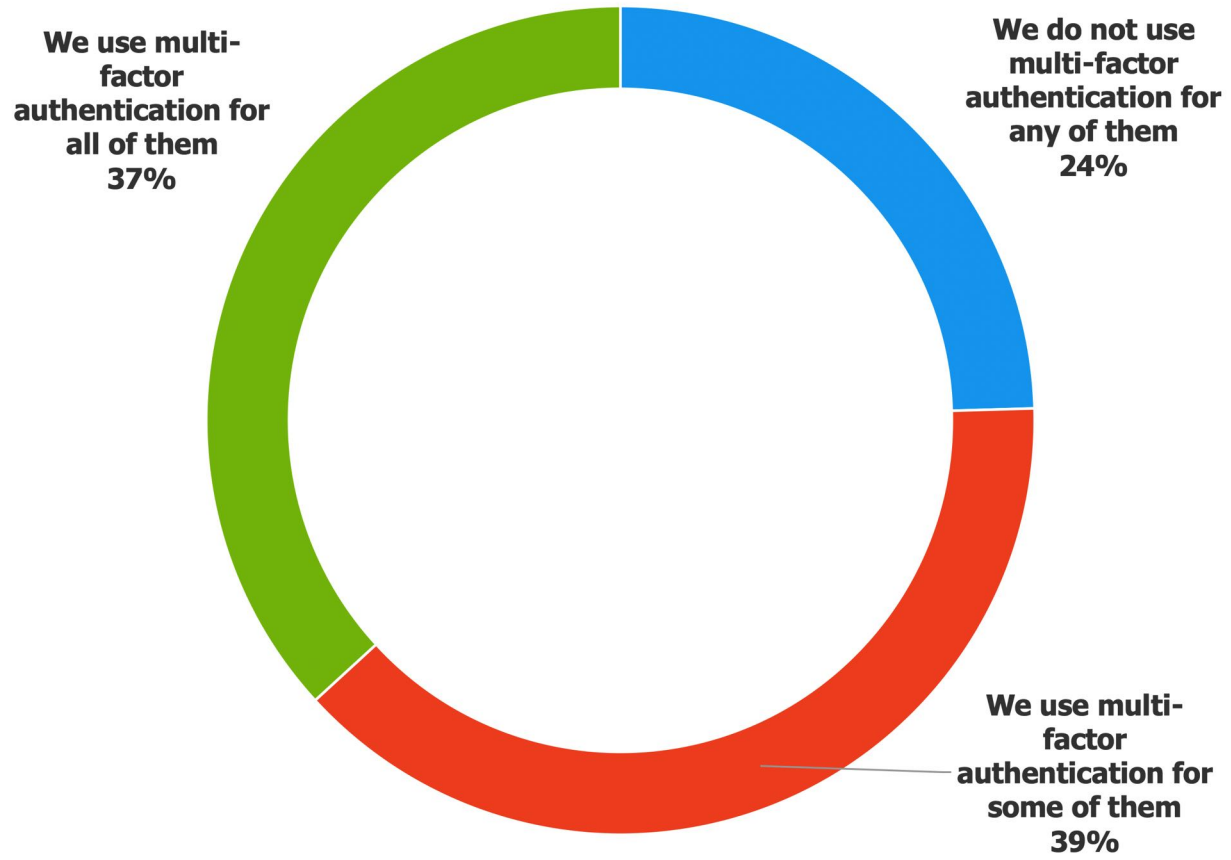
Source: Osterman Research, Inc.

Figure 8
"Is your organization using any email apps as add-ons from the Microsoft Office 365 marketplace?"



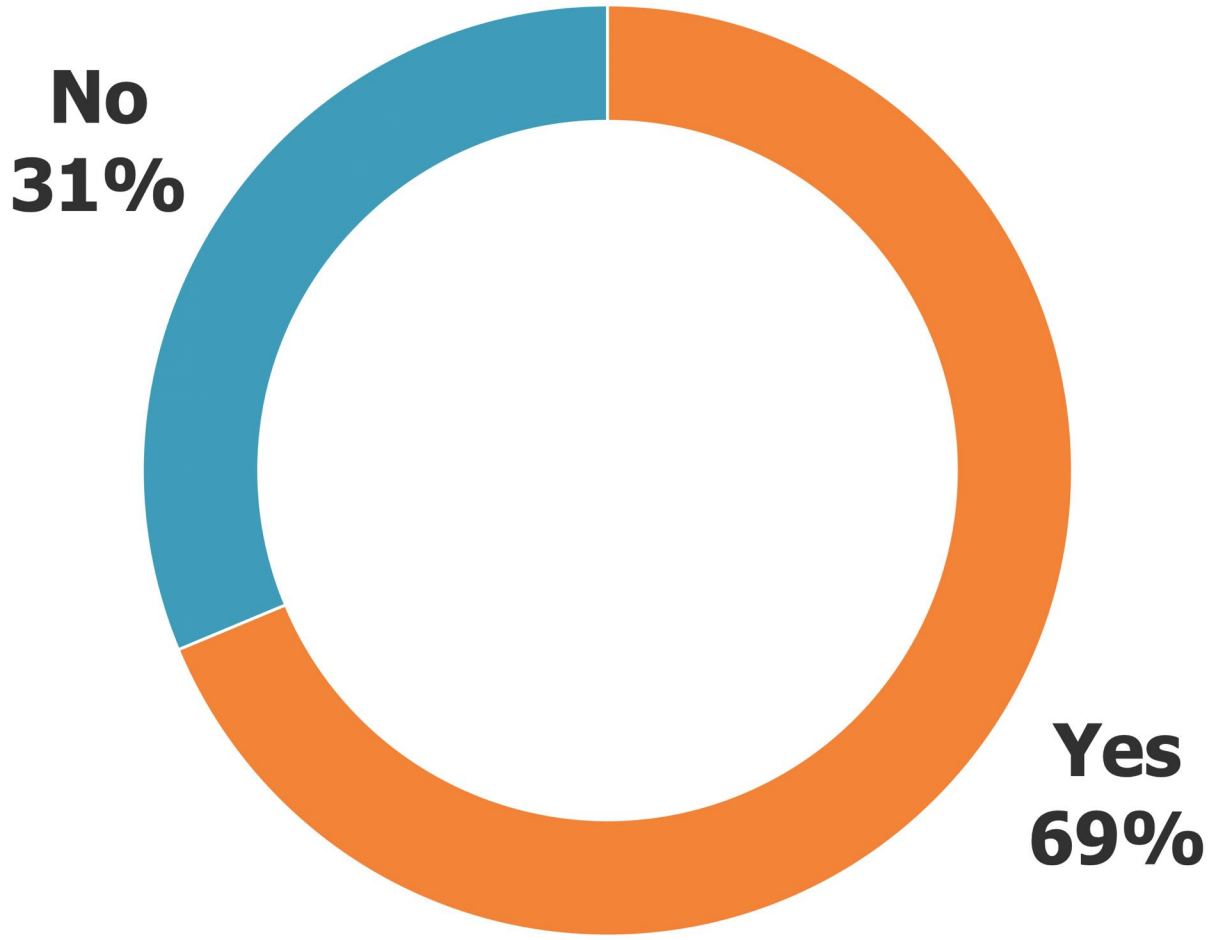
Source: Osterman Research, Inc.

Figure 9
"Which of the following is true for the Office 365 users in your organization?"



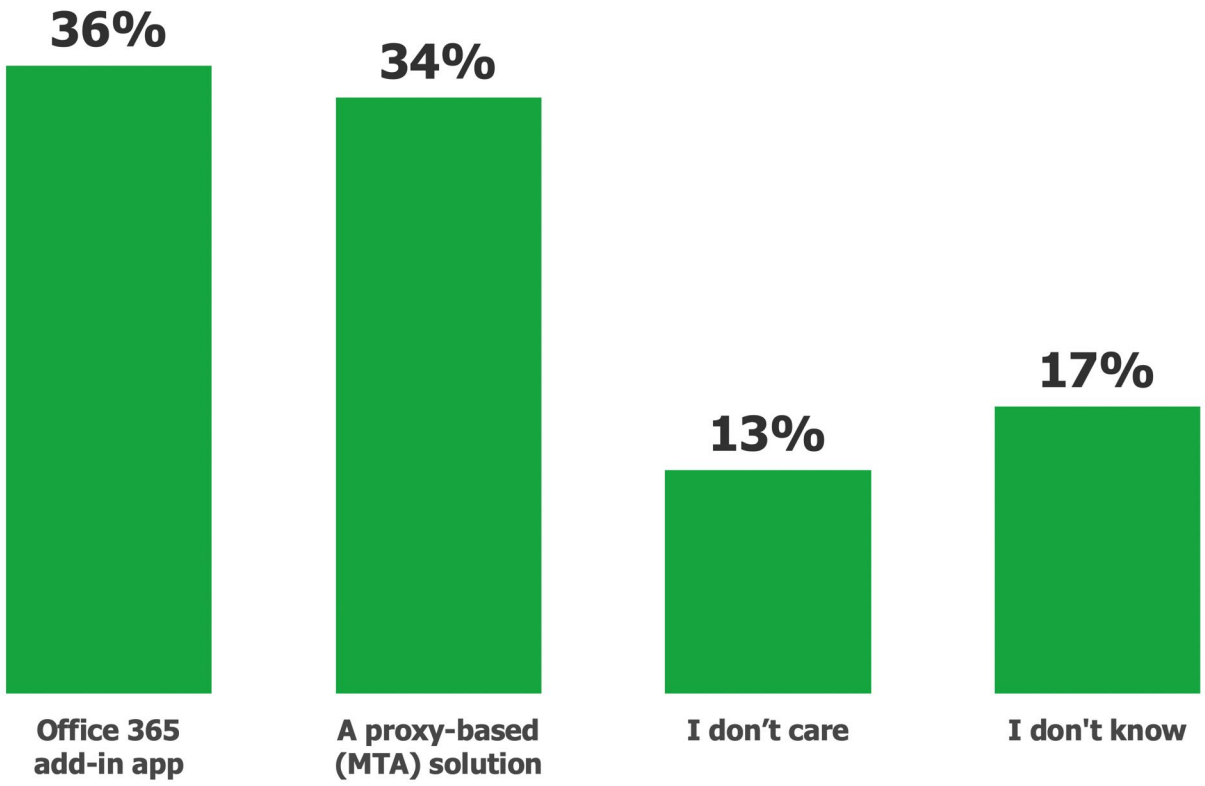
Source: Osterman Research, Inc.

Figure 10
"Are you aware of the differences between a proxy-based (MTA) solution vs. Office 365 add-in app (for email security protection)?"



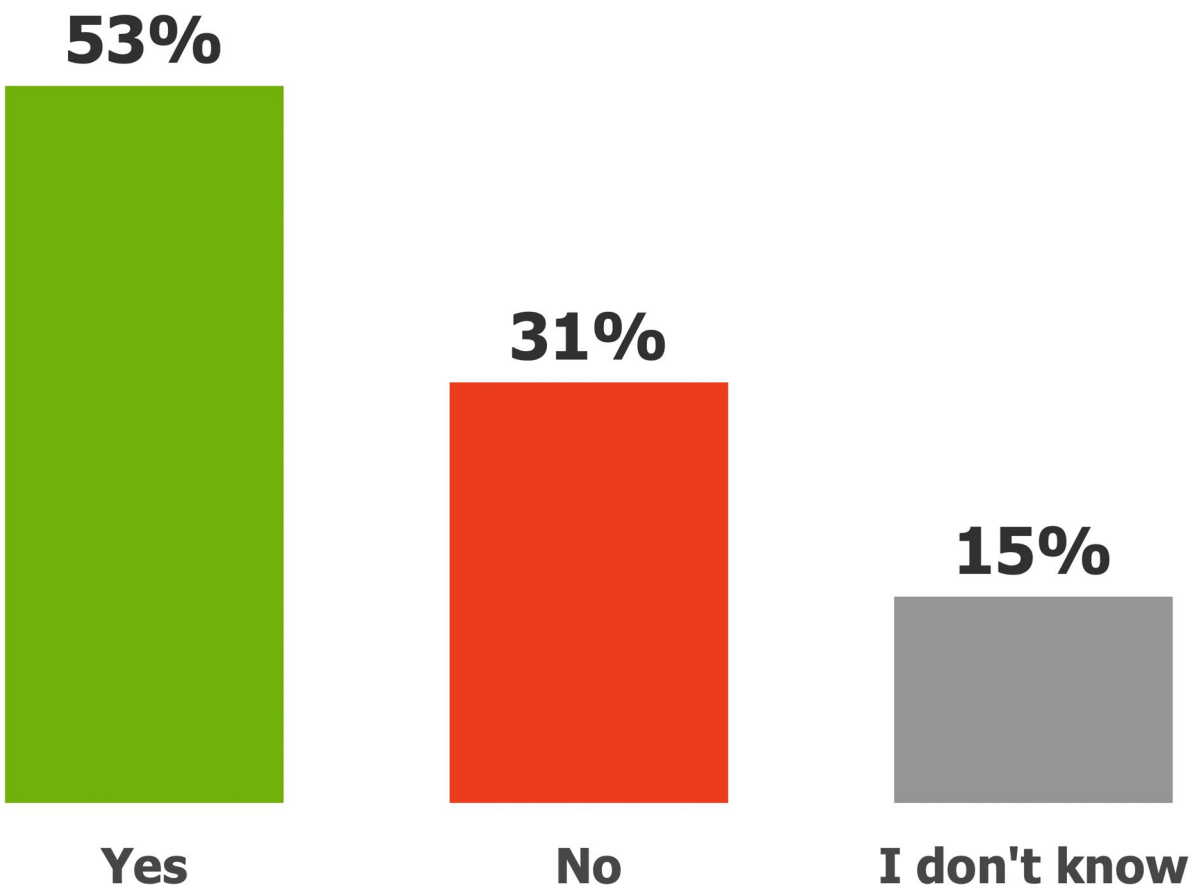
Source: Osterman Research, Inc.

Figure 11
Architectures Preferred for Email Security



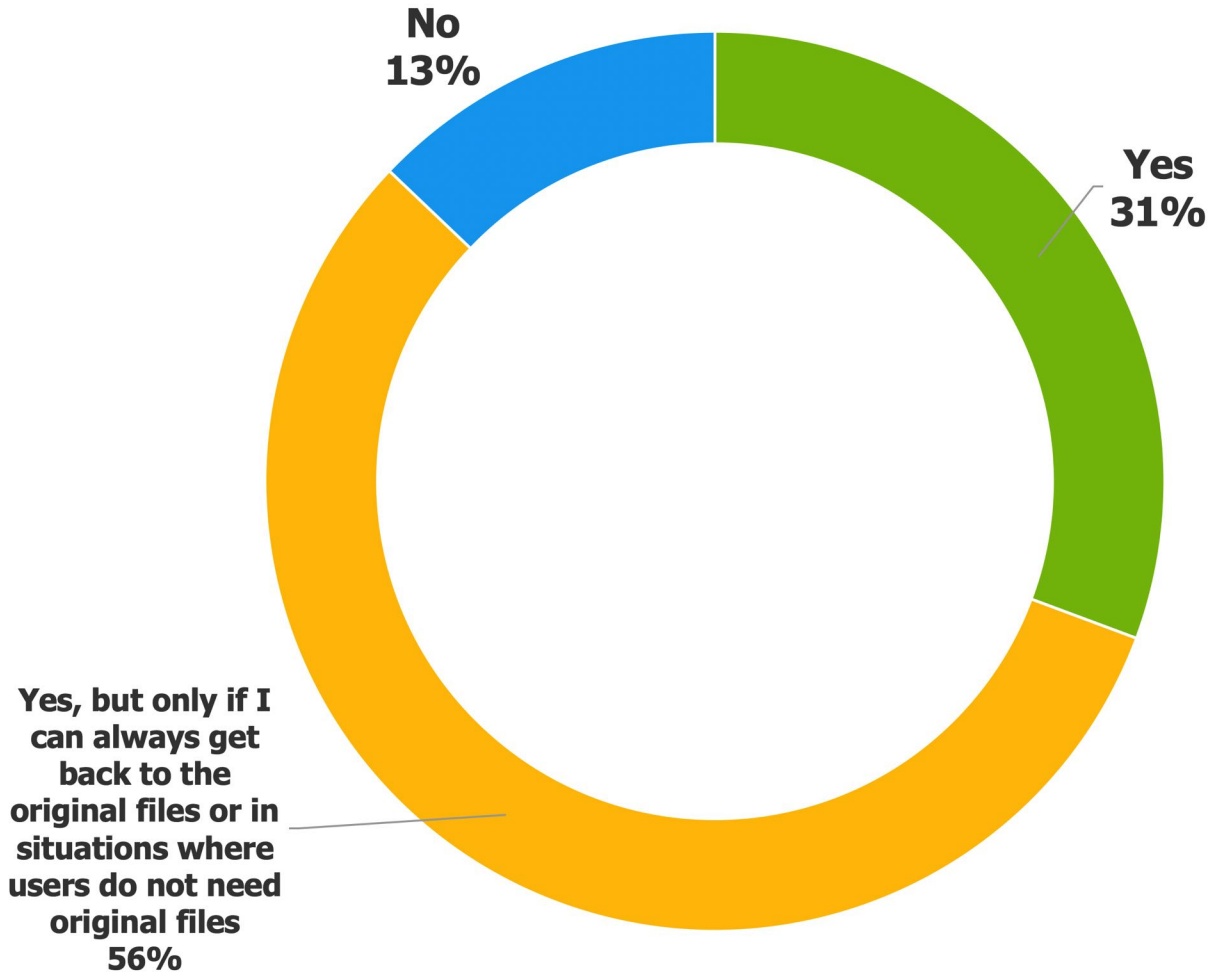
Source: Osterman Research, Inc.

Figure 12
"Does your current email security include protection from password-protected attachments?"



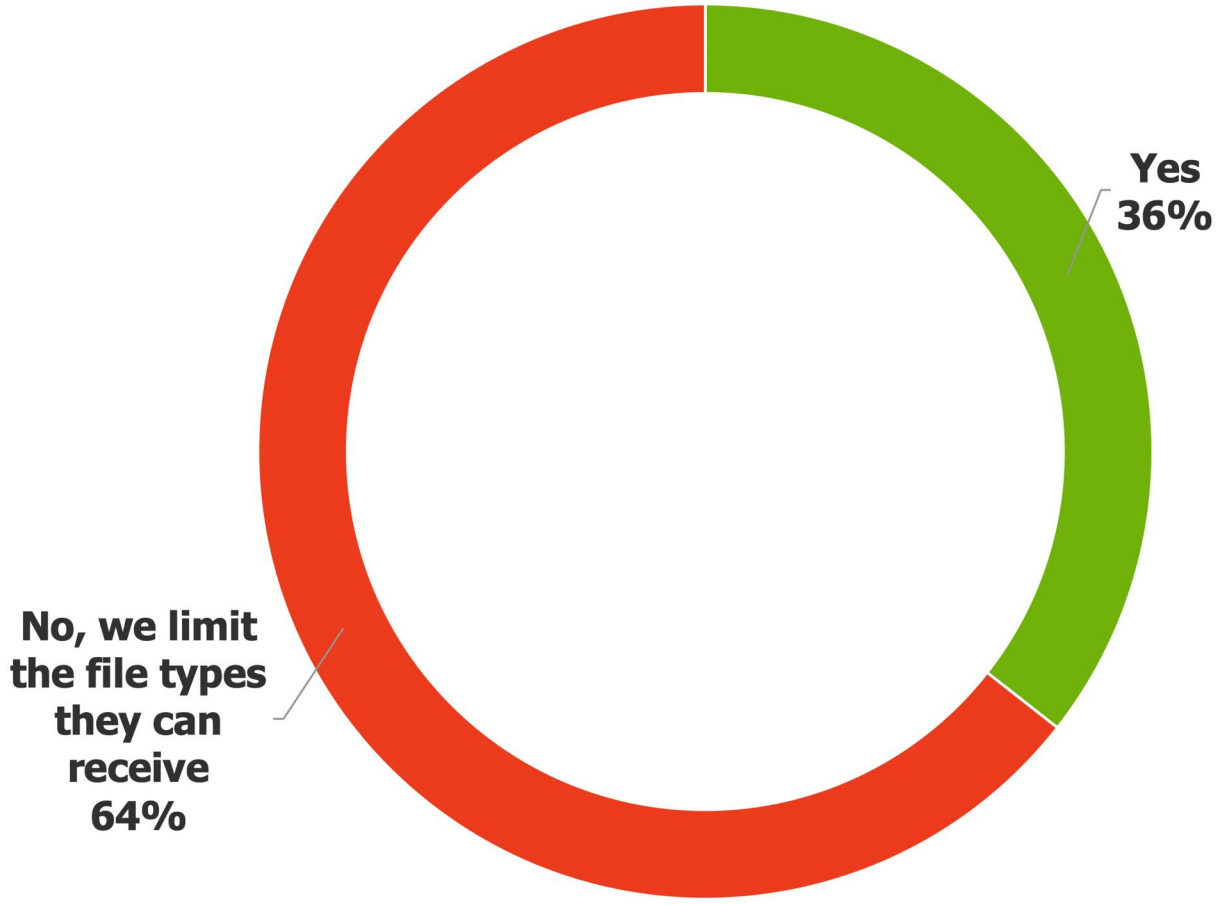
Source: Osterman Research, Inc.

Figure 13
"Some malware prevention solutions perform a manipulation process on the original files in order to generate a malware-free, safe copy to the user. Would this be useful in your organization?"



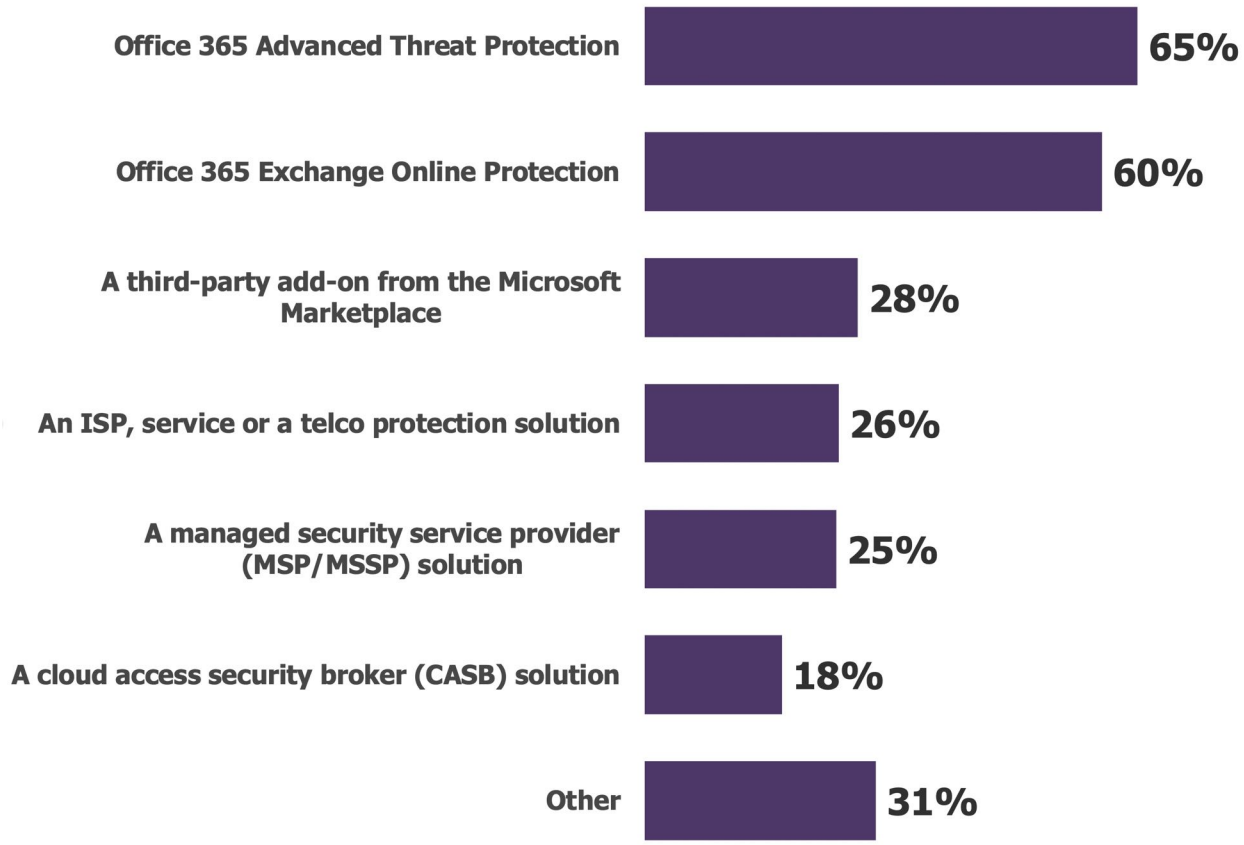
Source: Osterman Research, Inc.

Figure 14
"Are your Office 365 users allowed to receive attachments of any file type?"



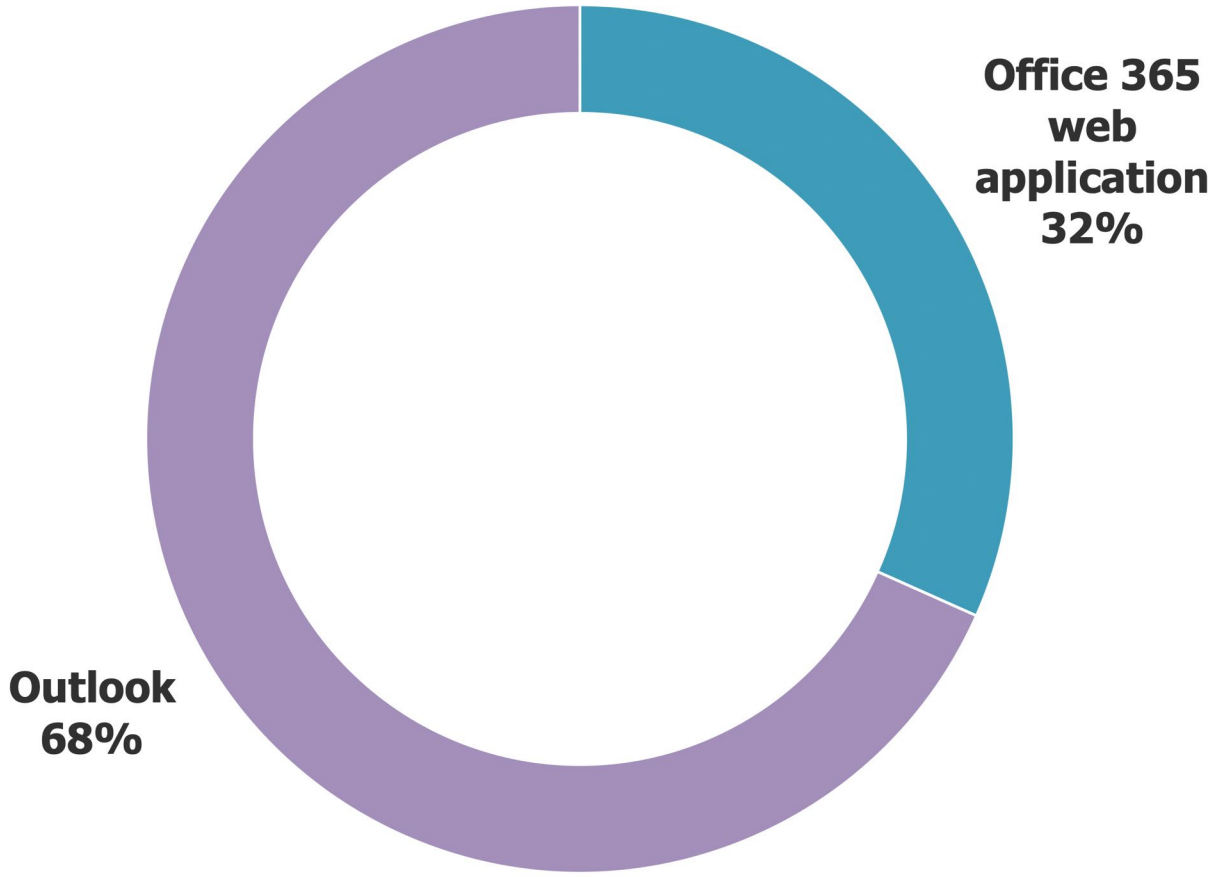
Source: Osterman Research, Inc.

Figure 15
Likelihood of Using Various Security Solutions by Mid-2020
Percentage responding "very likely" or "definitely"



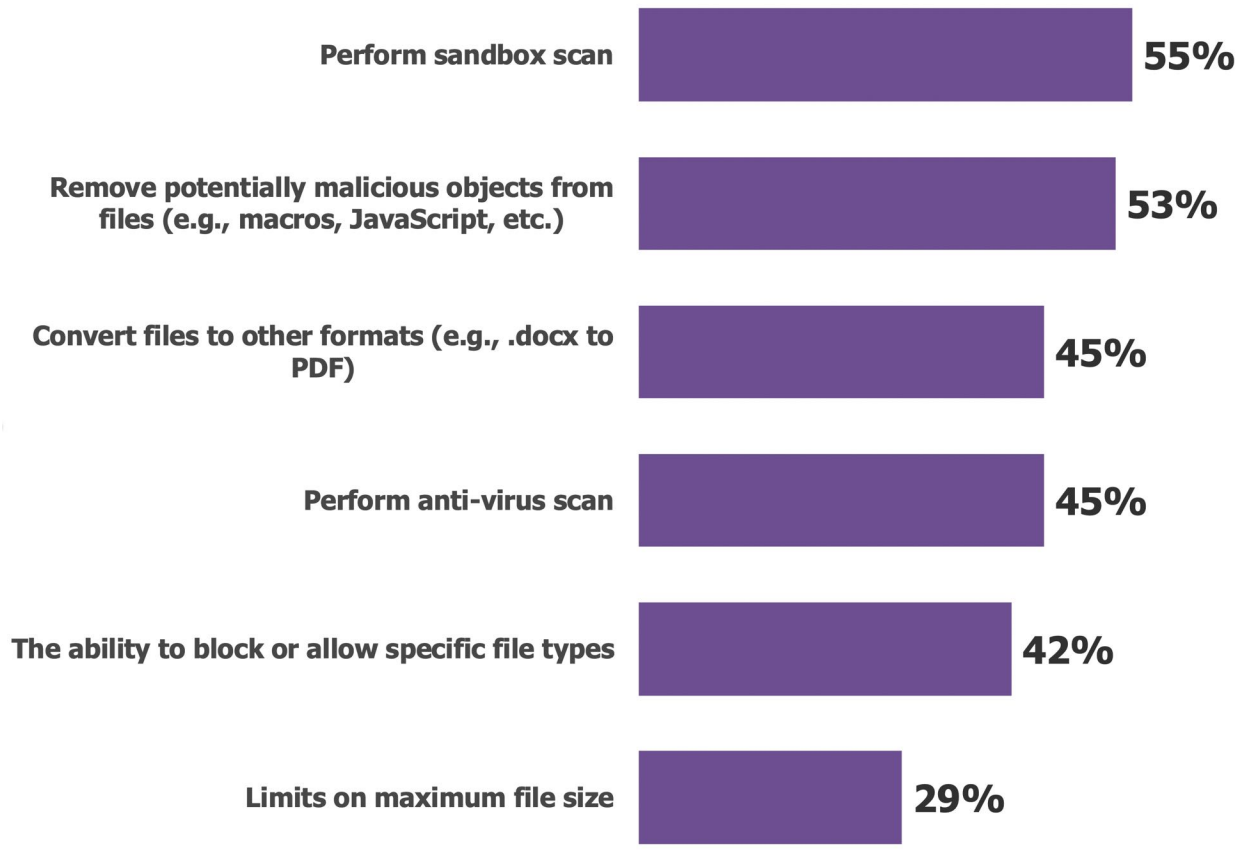
Source: Osterman Research, Inc.

Figure 16
Percentage of Office 365 Users Employing the Office 365 Web Application (via a Browser) Versus a Locally Installed Copy of Outlook



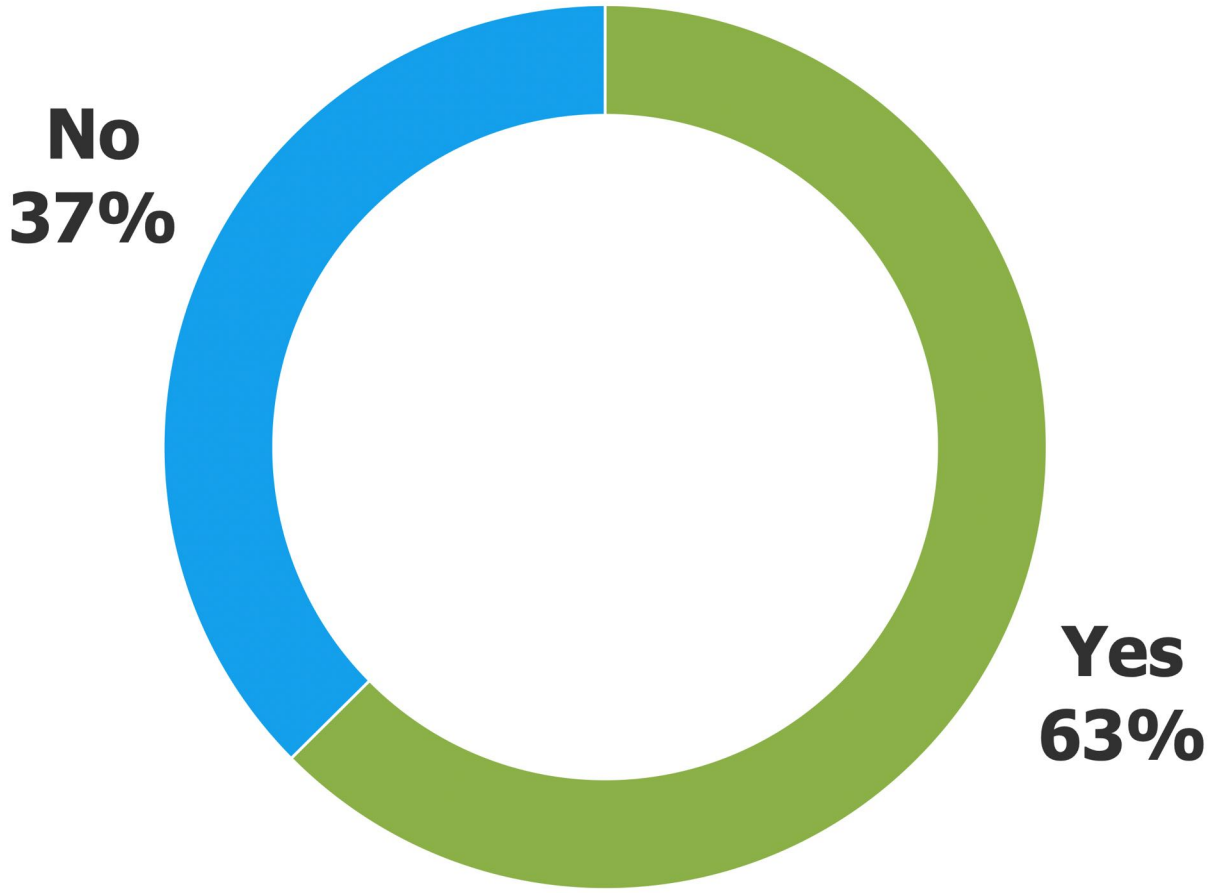
Source: Osterman Research, Inc.

Figure 17
Desirability of Various Approaches to Enforcing Policy on Email Attachments
Percentage responding "desirable" or "extremely desirable"



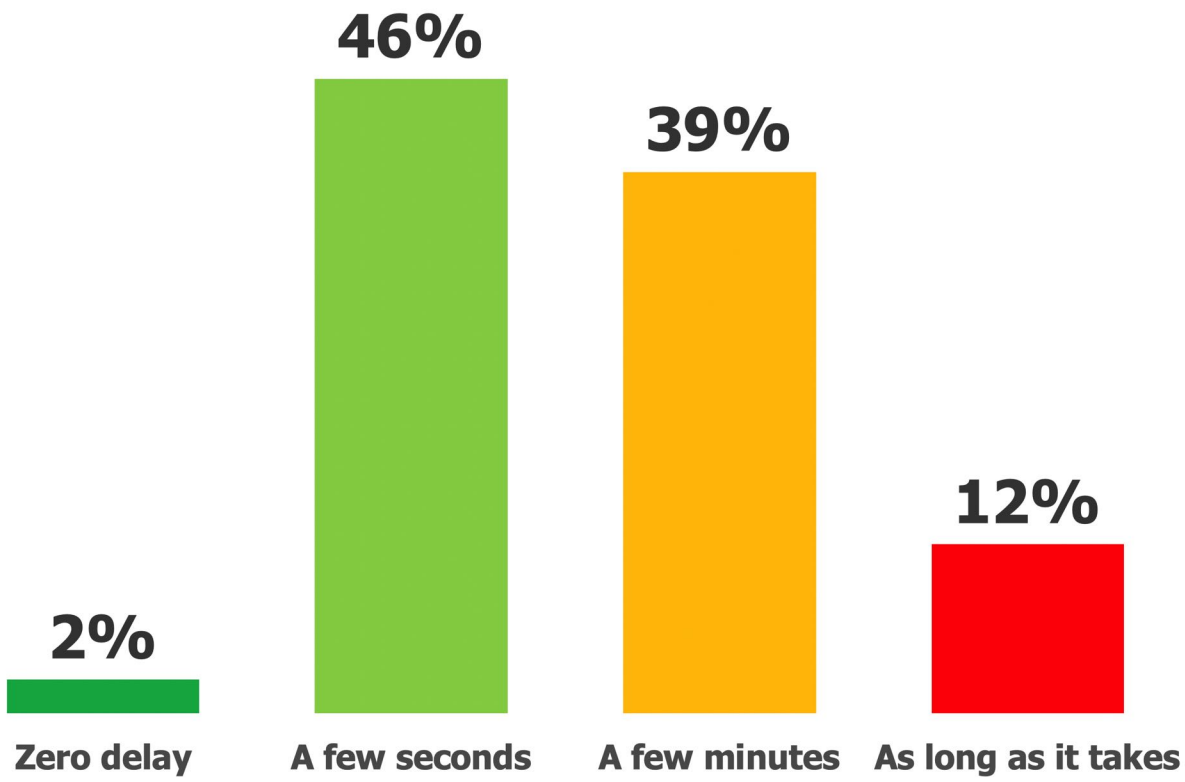
Source: Osterman Research, Inc.

Figure 18
"Do you/would you need to apply different policies for different users in the organization regarding attachments?"



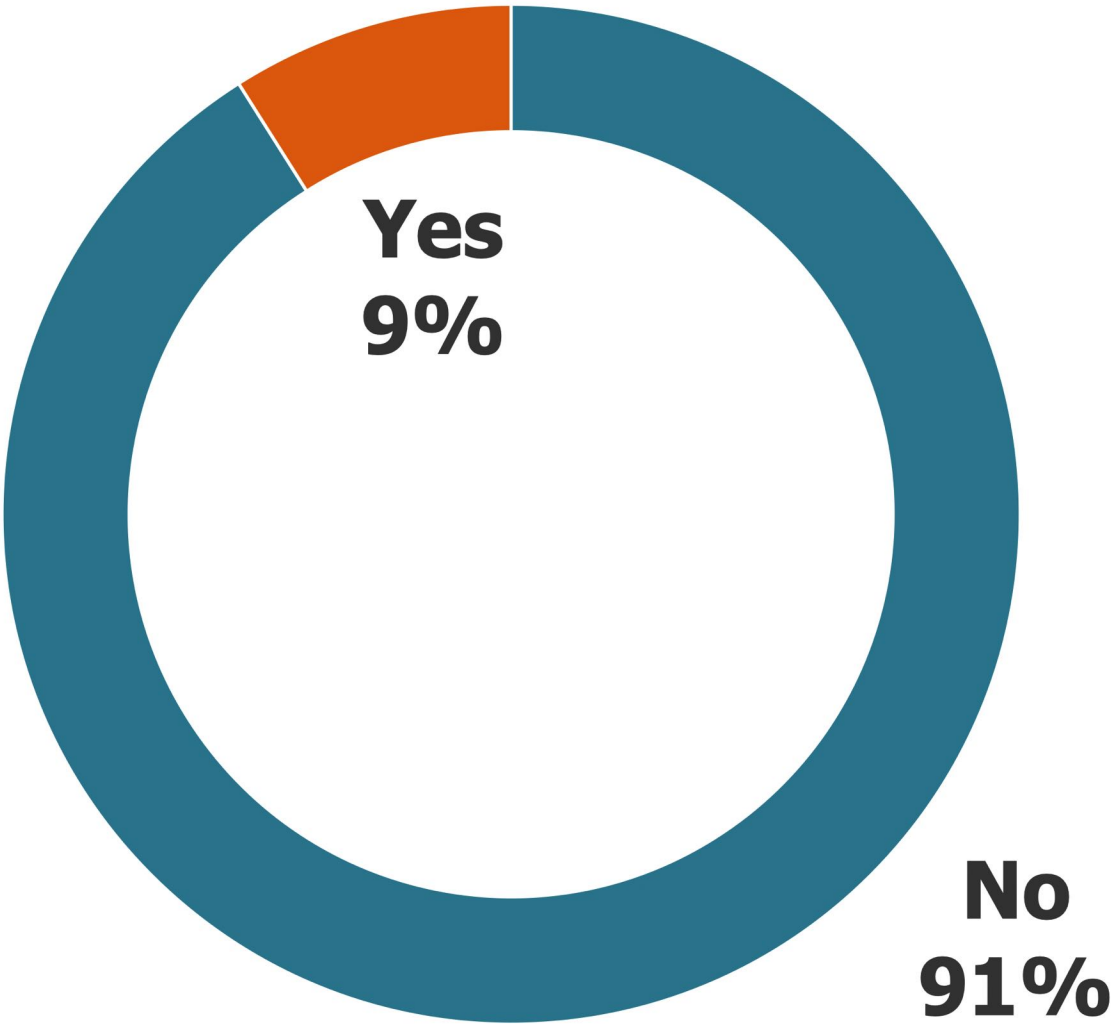
Source: Osterman Research, Inc.

Figure 19
Amount of Delay in Email Delivery Time Users are Willing to Tolerate for Increased Security Processing



Source: Osterman Research, Inc.

Figure 20
"Are there any reports that you would like to receive from your organization's security solution(s) that you are not currently receiving?"



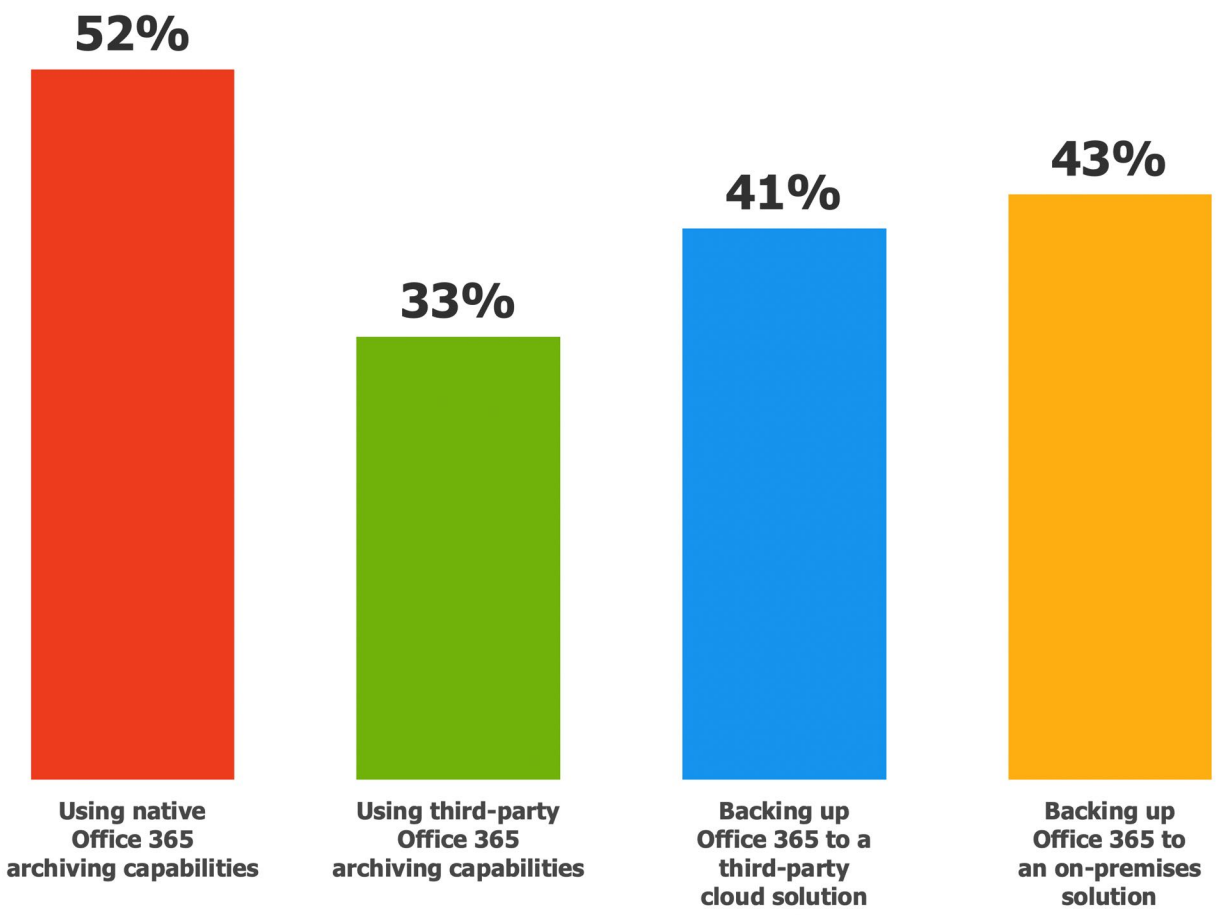
Source: Osterman Research, Inc.

Figure 21
Importance of Various Capabilities
Percentage responding "important" or "extremely important"

Capability	%
The ability to protect against phishing attacks	80%
The ability to allow users to browse web links sent via email that keeps them safe from malicious downloads and credential theft	78%
The ability to search content	73%
Enabling inspection of inbound encrypted email	66%
The ability to detect unauthorized sharing of content through OneDrive or SharePoint	64%
The ability to identify, monitor and automatically protect sensitive information	62%
The ability to archive email	59%
The ability to automatically redact sensitive information sent in email or attachments	57%
The ability to retract an email from an inbox	57%
The ability to archive content types other than email	52%
Giving users the ability to manage encrypted messages that they send (create expiration time, recall sent messages, etc.)	51%
Enabling desktop-to-desktop encryption	46%
Having archived content stored separately from the email infrastructure	46%
The ability to remove hidden information in attachments, such as document properties or version information	45%
The ability to perform random sampling	41%

Source: Osterman Research, Inc.

Figure 22
Desirability of Various Archiving and Backup Approaches in Office 365
Percentage responding "desirable" or "extremely desirable"



Source: Osterman Research, Inc.

Figure 23
Importance of Various Archiving Capabilities
Percentage responding "important" or "extremely important"

Capability	%
The ability to archive email from Office 365	75%
The ability to perform eDiscovery in Office 365	74%
The ability to place content on legal hold in Office 365	72%
The ability to recover a lost mailbox	66%
The ability to supervise data in Office 365	61%
Maintaining chain-of-custody for archived data	58%
The ability to provide a preview of attachments during a review of archived data without the need to open the attachments themselves	56%
The ability to ensure the immutability of archived data	54%
The ability to automatically classify and categorize content	53%
The ability to archive content in OneDrive for Business	52%
The ability to archive SharePoint content	52%
Indexing of all file types used by your organization in an archiving system	50%
The ability to archive Microsoft Teams content	47%
The ability to archive Skype for Business content	37%
The ability to archive content from other non-Microsoft platforms	36%
The ability to archive Yammer content	24%
The ability to archive content from Slack	23%

Source: Osterman Research, Inc.

Figure 24
Importance of Various Capabilities
Percentage responding "important" or "extremely important"

Capability	%
Ensuring that Office 365 remains up 24x7	83%
Maintaining continuity in Office 365	73%
The ability to implement role-based access control	71%
Maintaining tight control over user access to Office 365 resources	66%
Re-evaluating and rightsizing existing on-premises security controls	66%
The ability to audit Azure AD	65%
The ability to back up and restore Azure AD Users, groups and other attributes	59%
Managing permissions in SharePoint	58%
The ability to migrate data into Office 365 while maintaining its chain-of-custody	57%
The ability to monitor Office 365 and hybrid deployments	57%
The ability to measure the end user experience for Office 365 users	52%
Auditing SharePoint	51%

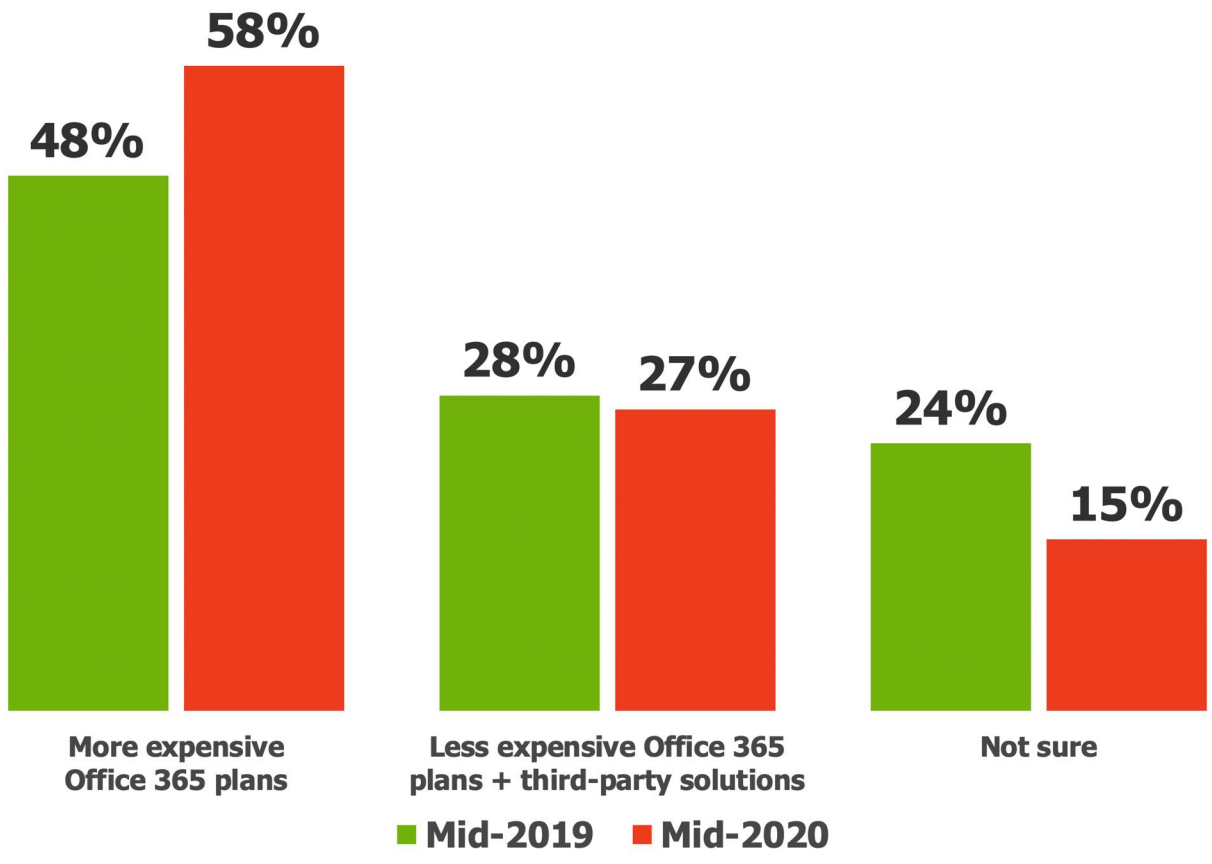
Source: Osterman Research, Inc.

Figure 25
Importance of Various eDiscovery Capabilities
Percentage responding "important" or "extremely important"

Capability	%
The ability to have in-place eDiscovery capabilities within the Office 365 stack	67%
The ability to have in-place search and review eDiscovery capabilities within the Office 365 stack	67%
The ability to have in-place eDiscovery capabilities across multiple vendors' solutions	54%
The ability to have in-place search and review eDiscovery capabilities across multiple vendors' solutions	52%

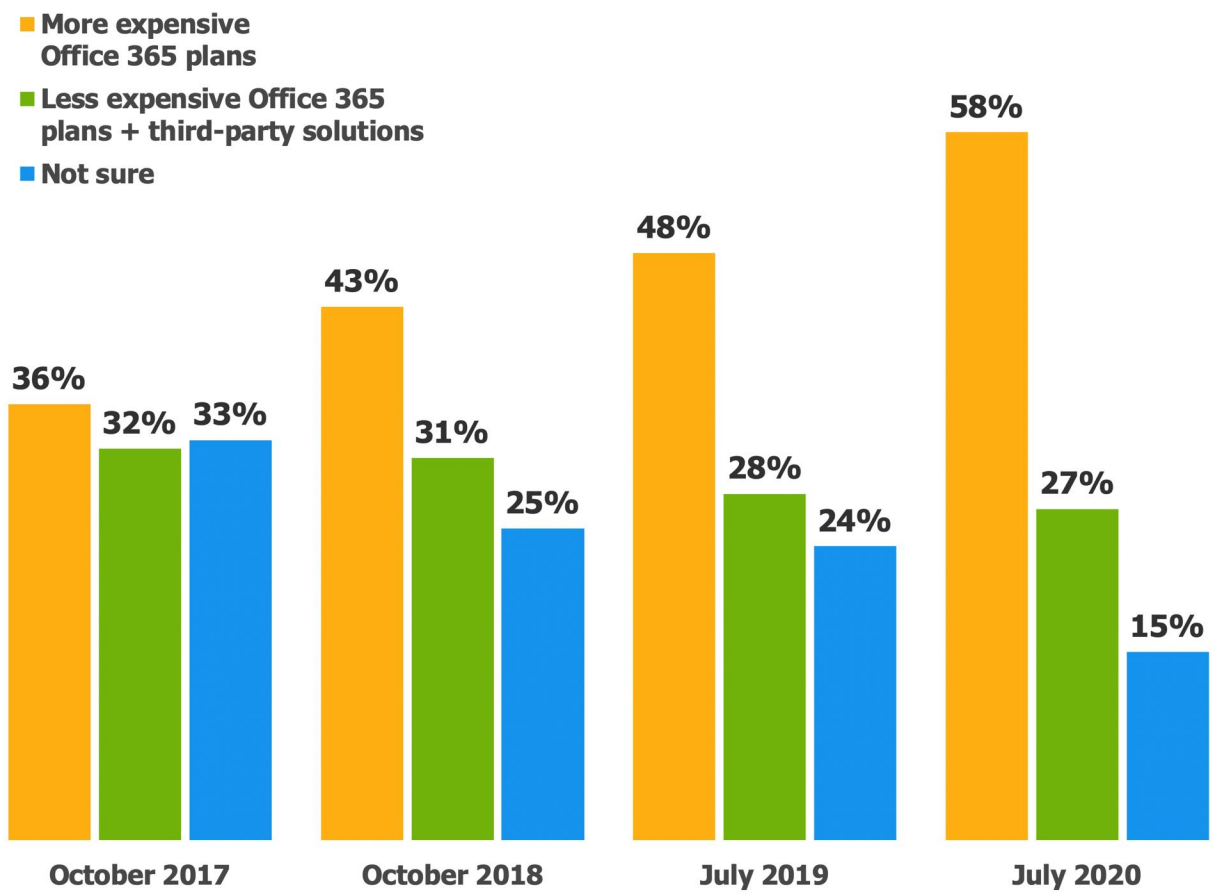
Source: Osterman Research, Inc.

Figure 26
Current and Planned Approaches to Using More Expensive and Less Expensive Office 365 Plans in Conjunction With Third-Party Solutions
Mid-2019 and mid-2020



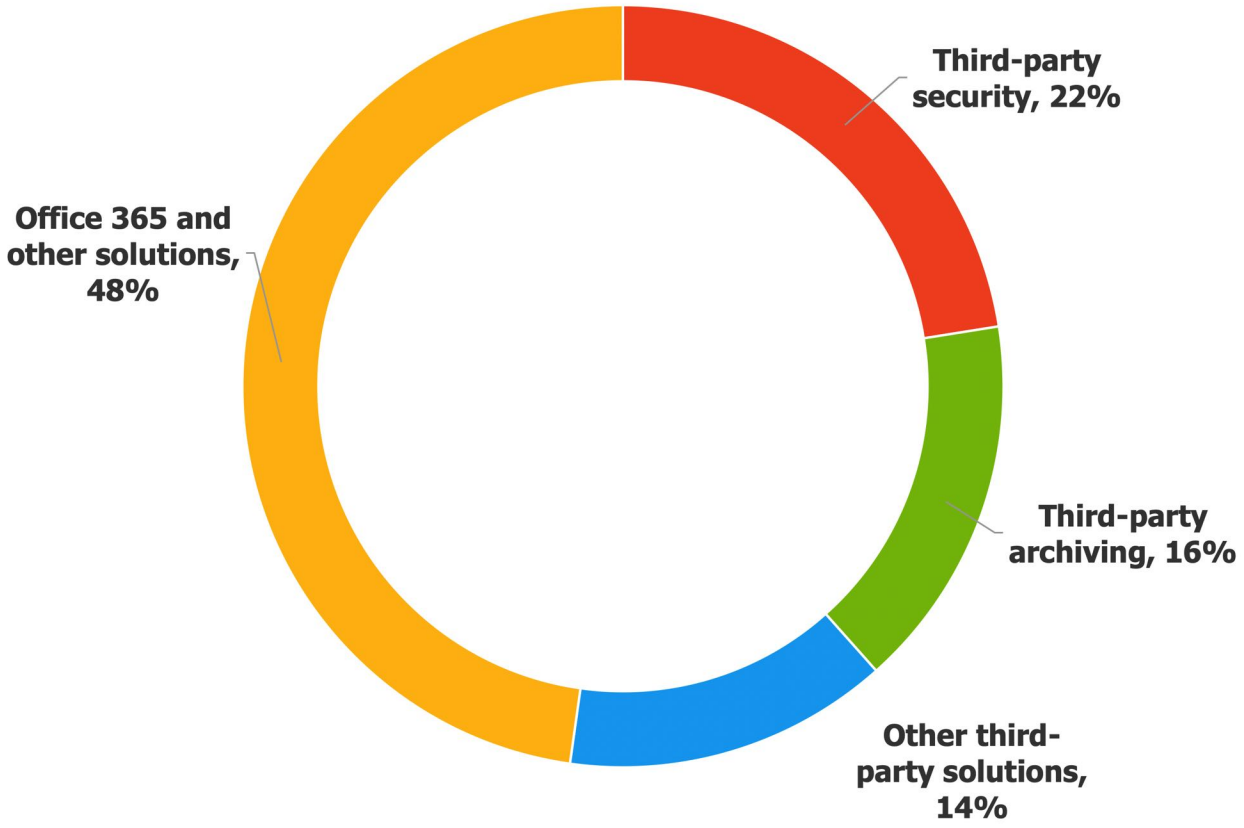
Source: Osterman Research, Inc.

Figure 27
Current and Planned Approaches to Using More Expensive and Less Expensive Office 365 Plans in Conjunction With Third-Party Solutions
October 2017 to July 2020



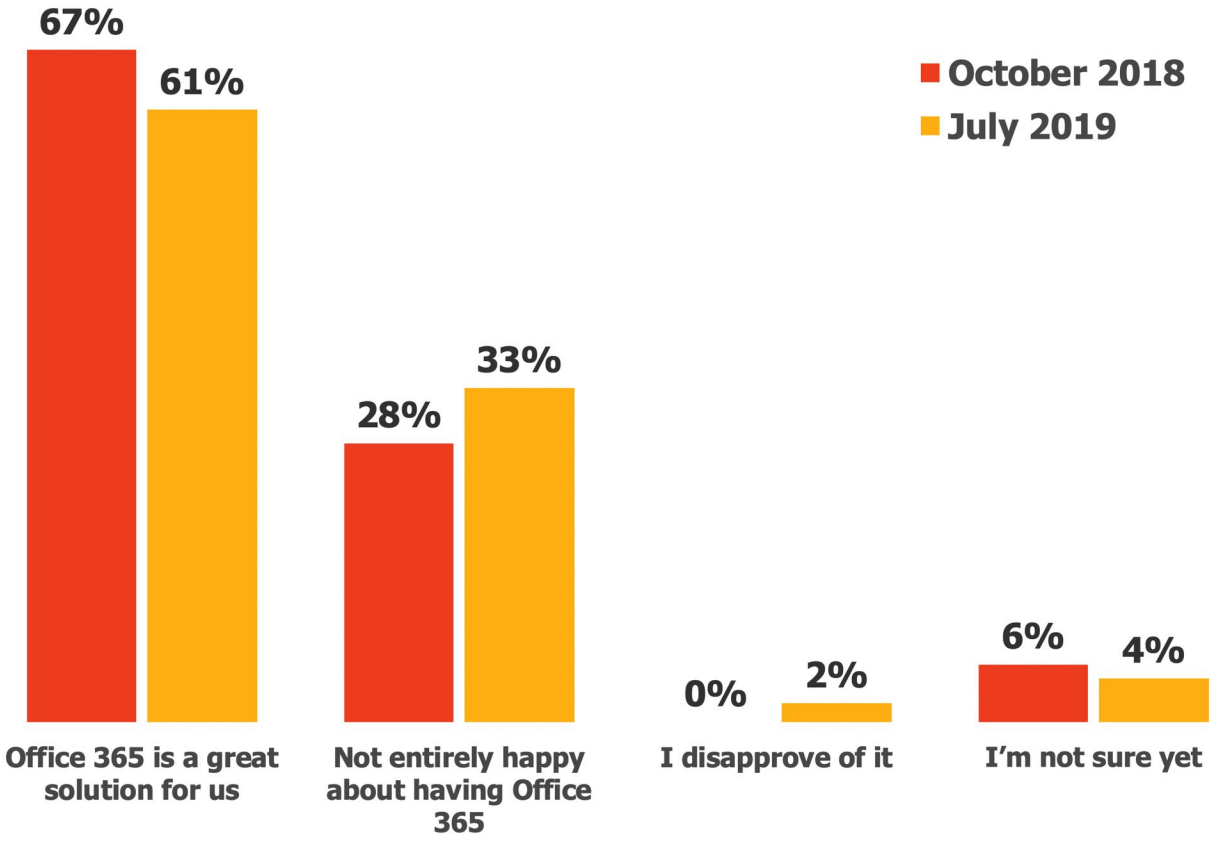
Source: Osterman Research, Inc.

Figure 28
Breakdown of Total Office 365 Budget
2019



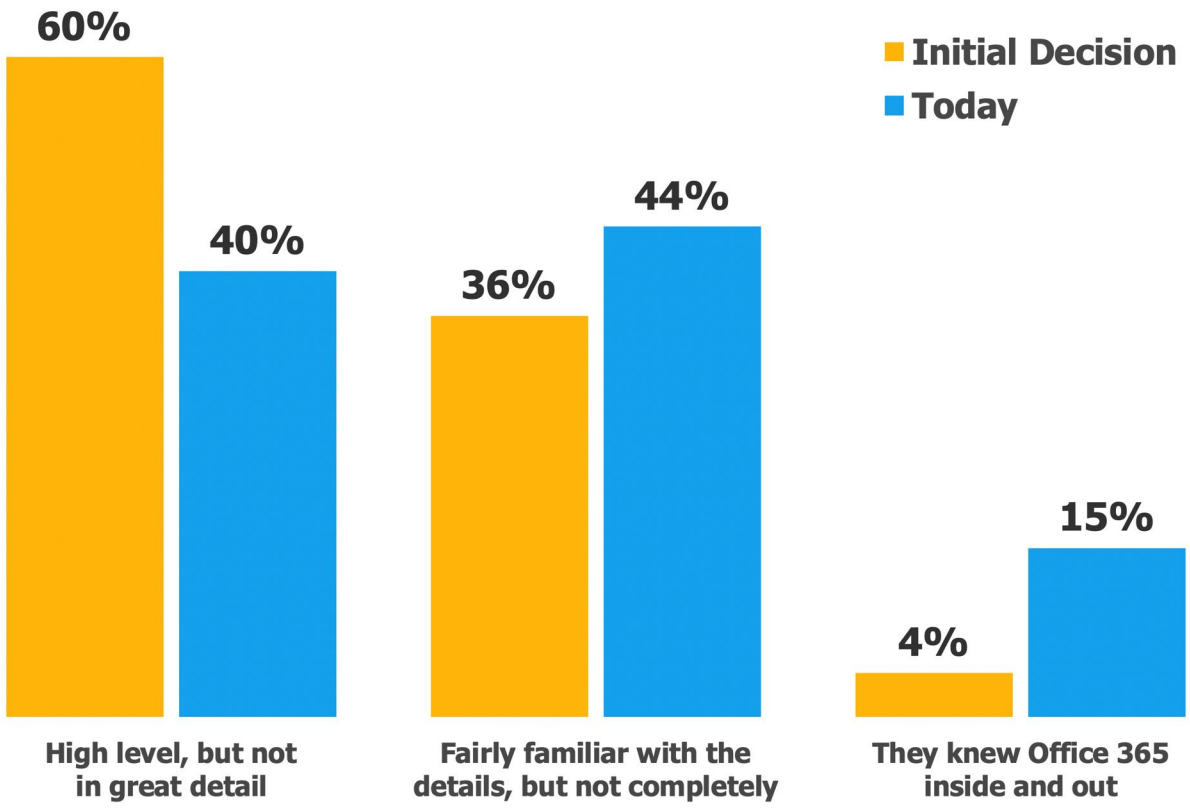
Source: Osterman Research, Inc.

Figure 29
Views About Office 365
October 2018 and July 2019



Source: Osterman Research, Inc.

Figure 30
Extent to Which Decision Makers Know Office 365 at Time of Deployment and Currently
Data from October 2018 survey



Source: Osterman Research, Inc.