2019 Office 365 Migration Survey

A survey by TechValidate and Zscaler

TechValidate, on behalf of Zscaler, surveyed 250 U.S. and European organizations that had deployed Office 365. The results of the survey show organizations continue to struggle with the best way to deploy Office 365. Based on issues like network congestion and slow user experience, companies are seeing infrastructure improvements so they can get the most out of Office 365.

Here are some key findings:

**Top reasons companies are embracing Office 365**

As an application suite that touches almost everyone, there are many compelling business cases for migrating. Those most often cited are:

- **Improve application reliability**: 52%
- **Foster collaboration**: 35%
- **Reduce IT complexity**: 60%
- **Reduce costs**: 50%

**The need for upgrades is delaying deployment**

A total of 53% of organizations found that upgrading gateway appliances delayed their Office 365 deployment the most. Persistent Office 365 connections strain appliance capacities and often require more upgrades than anticipated.

**In spite of upgrades, congestion is hampering user experience**

More than 60% said that network congestion is preventing them from gaining the expected user experience. It’s important to note that 40% face this issue for delay, often misplacing the Microsoft cloud from their users difficult with legacy networks, as reflected in the answers of 60% of respondents.

**Companies are looking for better ways to connect to Office 365**

Nearly all of respondents are exploring the use of direct internet connections, the approach that Microsoft recommends, and that is not taking place because of current limitations. These strategies are key to improving the user experience.

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zscaler.com/office-365