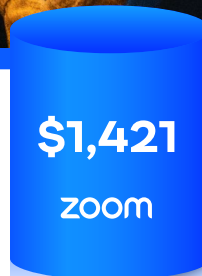




Operational cost Zoom vs Microsoft Teams



From Jan. to Feb. 2023, Metrigy conducted a study of 517 end-user organizations to gather real-world operational costs from those using both Microsoft Teams and Zoom. The study found that, on average, the overall cost of Microsoft Teams over five years was \$2,955 vs. \$1,421 for Zoom, which represents a Zoom savings of 52%. These costs include staffing, training, and management services to support both platforms.



Metrigy report 2023 key stats

	Zoom	Microsoft Teams
One-time charges (Implementation and training)	\$44	\$68
Recurring annual operating costs (Ongoing administration and support)	\$275	\$577
Total 5-year TCO	\$1,421	\$2,955

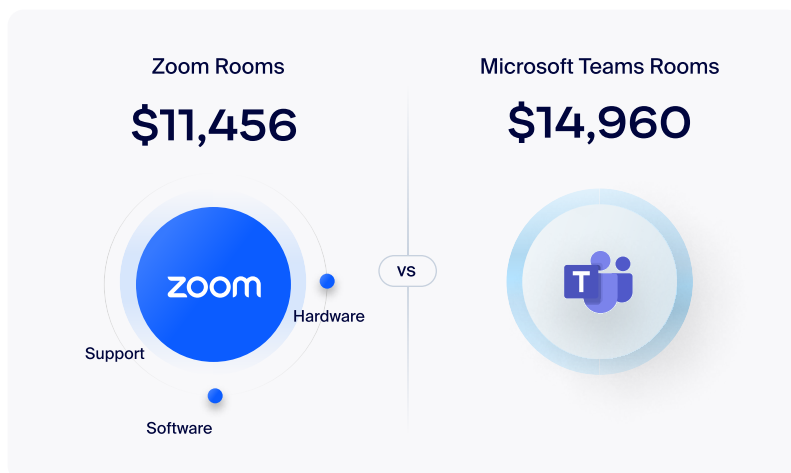
Note: 82.4% of Microsoft customers surveyed felt the need to train IT staff versus only 77.2% of Zoom customers.

The Cost Of Modern Conference Rooms

Both Microsoft and Zoom offer their own conference room and meeting space solutions, which have experienced a fair share of adoption. Almost 86% of Metrigy research participants have deployed or plan to deploy these systems, and the 2023 study shows that Zoom provides lower capital and ongoing support costs for conference room solutions.

Over five years, companies could pay just \$11,456 for hardware, software, and ongoing support for Zoom Rooms solutions versus \$14,128 for Microsoft Teams Rooms solutions.

That equates to a cost savings of 23%, or more than \$3,500 per room.



Experience Makes A Difference

Costs aren't the only factor at play when organizations use both Teams and Zoom. Participants also rated their experience with Zoom higher than Microsoft in several areas, including the following:

- Making phone calls
- Support
- Manageability
- Handling of administrative tasks via self-service
- Third-party integrations
- Analytics
- Uptime

The Bottom Line

Whether you're looking to reduce training or conference room support costs, Zoom can help you get there. While the use of Teams is common in many organizations, the implementation of Zoom can help enable more efficient, effortless work. You save time and money, all while giving employees the seamless experience they crave.

Seeing is believing! Schedule a live demo with one of our product specialists at your convenience.

[Schedule a live demo](#)

Study methodology

1. Metrigy conducted a custom global research study for Zoom of 517 organizations gathering unified communications costs and vendor experiences conducted from Jan. to Feb. 2023
 - 517 responses, including three interviews and 514 electronic survey responses
 - Global reach
 - Random sampling of all industries
2. Metrigy developed hypotheses and questions, which were reviewed jointly with Zoom's project team
3. Metrigy programmed the survey, gathered research responses, analyzed data, and created the presentation, including charts and tables that provided technology trends, cost analysis, and cost comparisons between vendors
4. Zoom has a license to use this independently gathered and analyzed data