

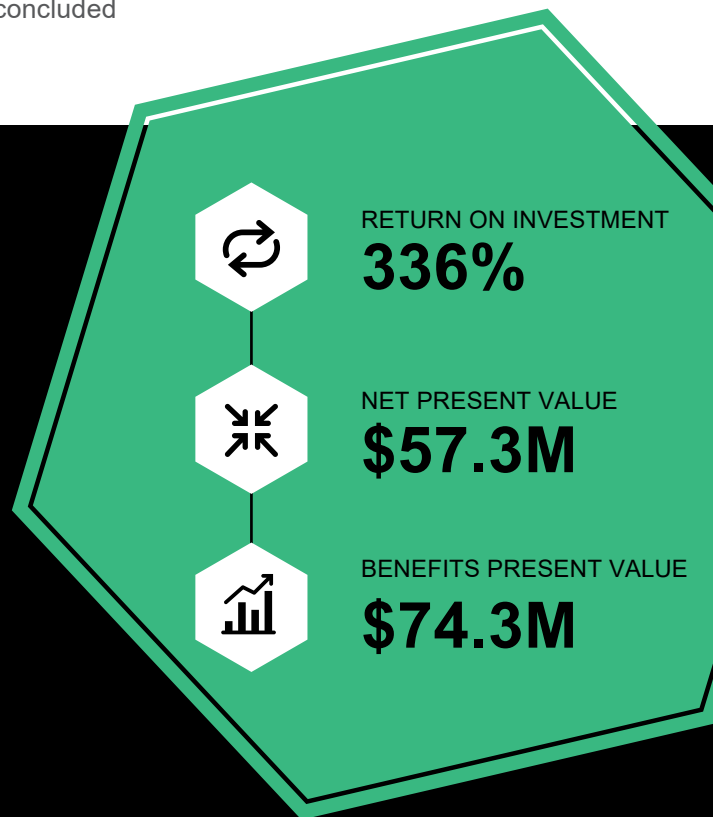
The Total Economic Impact™ Of Google Workspace

Through six representative interviews and data aggregation, Forrester concluded that Google Workspace has the following three-year financial impact.

SUMMARY OF BENEFITS

Three-year risk-adjusted

- \$49.5M** — **30%** improved collaboration
- \$6.6M** — **40%** improved speed of searching for and finding information
- \$8.7M** — **80%** decrease in application development time
- \$1.8M** — **Enhanced security** resulting in security tool cost savings
- \$632K** — **20%** reduction in tickets and **90%** less time to configure workstations
- \$2.4M** — **1.5%** increase in incremental profit for certain revenue streams
- \$4.8M** — **Cost savings** from retiring redundant systems



QUALITATIVE BENEFITS

-  Supports a connected and inclusive work community
-  Improves employee experience
-  Easier onboarding and training

CUSTOMER QUOTES

“The value of Workspace is collaboration and the stability of the system. We’re an organization that works 24/7. It’s the most reliable and collaborative system that we have.”
Head of IT, technology

“Workspace provides the ability to work without worrying about security — regardless of the device, regardless of location, we don’t worry about security. We can access information anywhere, anytime.”
Head of emerging technologies, technology

“The fact that there’s a bunch of AI features inside Workspace is one of the reasons we chose it in the first place. The AI functionalities help automate. We want the people at our organization to focus their time on using their brains, not monotonous tasks that could be automated.”
Change management leader, manufacturing



Read the full study

This document is an abridged version of a case study commissioned by Google titled: “The Total Economic Impact™ Of Google Workspace,” January 2024.

© Forrester Research, Inc. All rights reserved.

Commissioned By

