



Office 365

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 11

Other Solutions Considered..... 12 - 14

ROI..... 15 - 17

Use Case..... 18 - 21

Setup..... 22 - 24

Customer Service and Support..... 25 - 26

Other Advice..... 27 - 30

Trends..... 31 - 32

About PeerSpot..... 33 - 34

Product Recap



Office 365

Office 365 Recap

Office 365 is more than just Word, Excel, PowerPoint, and Outlook. It provides powerful services like business-class email, online storage, and teamwork solutions that you can access from anywhere. Bring teams and resources together with solutions like Microsoft Teams and Skype for Business that make working together more productive and enjoyable regardless of where participants are located. Easily implement security and privacy controls to help protect business data and devices against malicious threats and help you meet your compliance obligations. Automatic updates ensure your employees will always have the latest features and security updates.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“As an email provider, I believe Office 365 is the best email provider.”



Minos Pitsillides

IT Director at IT-Flow Ltd



“OneNote is the feature I use the most. We also frequently use the Power Apps features.”



Patrick Brem

Deputy senior network engineer at a manufacturing company with 201-500 employees



“The most valuable feature of Office 365 is that it has many solutions bundled together.”



Sunil Mehta

Director, Customer Success at SAP



“The most valuable features of Office 365 are Word, PowerPoint, Excel, and Teams. Teams helped us to collaborate more through its call and document sharing features.”



Yonas Tizazu

Manager, Cybersecurity Engineering and Audit at a tech services company with 11-50 employees



“We use it for documentation management, to collaborate with Microsoft Teams, web calls, web conference calls, chats, and as a documentation repository mainly. We have an Office pack suite to be able to write documentation, make spreadsheets, and create PowerPoints.”



Laurent-PIGNOL

Chief Information Officer at BeeBryte



“The most innovative feature of Office 365 is the Power Apps, which allows us to automate literally everything that we want automated. For example, sending attachments to specific folders on SharePoint, adding people's SharePoint when certain apps are performed, or emailing certain people at certain instances, such as when you've done a follow-up with the CRM and you need a marketing email to be sent out at a particular point.”



Derick Ambani

Assistant Administrator at PostsTechnohub Limited



“There are all sorts of really good tools for use on the information security side that allow us to make sure that our people are doing business and doing business right.”



Law Biddle

Vice President IT Services at Allegient Defense Inc

What users had to say about valuable features:

“For me, the most valuable features of Office 365 include eDiscovery, LDP, the security defender, the exchange, and many more.

“If I can list it down, it would be a long list. Overall, it's really good. The management tools we have, such as device management tools, email management tools, and security management tools, every aspect is there. If we require any tools, we have them..”

Imtiaz Ahmad

System Administrator at wellness one day surgery center

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“The recent Microsoft 365 integration with Copilot is certainly very useful and effective, specifically for enterprise customers as it provides more than a 5x boost to productivity.

“Within this suite, Microsoft Teams is another component that plays a big role. The way Copilot has been integrated into all the suites of the product, including Office suite and collaboration suite, creates a very effective combination that is being productively used within organizations and enterprises..”

Jai Prakash Sharma

Vice President, Technology Operations at InfoEdge India Ltd

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“The most interesting thing I have seen in Office 365 is the mail format along with the auto collection feature provided in Outlook, which I enjoy very much.

“I assess the integration capabilities of Office 365 as good, as we have already integrated it with MuleSoft. We have many integrations, and we receive mail through Office 365, where we also monitor it, making it effective for our needs.

“The integration capabilities of Office 365 enhance my remote work capabilities because we receive emails and monitoring alerts without opening the application. We have also integrated it with a mobile tool, and it works effectively..”

RISHABHVERMA

Senior Specialist at HCLSoftware

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Teams is a really good collaboration tool. You can work basically at any part of the world and communicate and collaborate with anybody, as long as they are connected to the internet. It helps with remote work, and although I don't work remotely, I have offices in Dubai and different geographical locations. It helps me connect with my colleagues and team who are not in the same geography as I am in Bangalore. Teams can facilitate team meetings, screen sharing, and organizing meetings.

Regarding security, we have two-factor authentication governed by organizational policy. When trying to login to Office 365, Teams, or any Office 365 app, we are required to provide a password and use Microsoft Authenticator to sign in using a code. This is how two-factor authentication is implemented in our organization.

“Office 365 offers a suite of apps including OneNote, though I don't use it very often. In terms of integration with Microsoft ecosystem, it offers everything needed to get work done without any hassle..”

Anubrata Ghosh

Technical Manager at Landmark Group

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“The feature of Office 365 that has significantly improved my team's collaboration is sharing cooperation with other team members or other teams. Working with the same document is more useful now.

“A major efficiency gain enabled by Office 365 automated tools is that it helps with sharing documents and information, so efficiency can be improved substantially. Our company needs to share considerable information with the world and the China part. We mainly use Office 365 for sharing information.

“Office 365 has AI capabilities that improve our processes, as we are using Copilot to assist us in writing documents. For example, we link up with Microsoft Teams, which helps to record scripts and wrap up meeting minutes..”

LEUNG JUSTIN

Manager, Research & Development, Enabling Technology at ASM Pacific Technology, Ltd

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The application is custom made for Huawei, a special version of Office 365. It's not fully open to 3 Cloud or 365 because at Huawei, we have some restricted tools within Office 365. We use them just for email, Word documents, etc. We are not able to download or use online templates or download anything from Cloud. All those features are restricted. We're using only what Huawei provided as tools.

It has been fine regarding stability-wise issues, technical errors, and downtimes, but with Microsoft there are sometimes bugs, freezing, re-downloads, or redos. They have to reload the restrictive features and license. There was an issue from my PC itself, but the good thing is they auto-recover and auto-save, so when corruption happens, we can retrieve the latest version templates from Word, Excel, or PowerPoint.

“Sometimes I use templates from different versions through copy-paste. When I want to save, I get prompts about text or fonts. I need to click again and apply something to be able to save the file. When I have different styles, it is very hard to track this. To avoid checking these optics every time I want to save the file, sometimes reason pop-ups appear when saving files, indicating projects have some strange text. .”

Alaa Asabeh

Solution Architect at Hw

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Other Solutions Considered

“I haven't used any different solutions before Office 365. In the earlier days, about 7 or 8 years ago, we used some exchange servers that were locally set up, and users were creating emails there in local AD servers.

“After that, we moved to Office 365..”

Imtiaz Ahmad

System Administrator at wellness one day surgery center

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“I have no experience with Jama Connect or any other Application Lifecycle Management tool. I inspect what is possible to use in the process only. We are just studying to see whether it is suitable for our process, looking around at all options. I do not have any planning to use this currently..”

LEUNG JUSTIN

Manager, Research & Development, Enabling Technology at ASM Pacific Technology, Ltd

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“I did not evaluate other options before choosing Office 365.

“I decided to go with Office 365 because it was provided by the organization when I joined.

“It was already implemented when I joined..”

RISHABHVERMA

Senior Specialist at HCLSoftware

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I have used Google Workspace outside of my current organization. I have also used other collaboration apps, such as Slack, which competes with Microsoft Teams. As a package, Office 365 bundles many software together, making it a compelling proposition.

There are competitors such as Google Workspace and Zoho, but in terms of support and reach, Office 365 surpasses them in features and integration with the Microsoft ecosystem, especially with Azure integration capabilities..”

Anubrata Ghosh

Technical Manager at Landmark Group

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“We haven't used a different collaboration tool before this; we've always had Microsoft. We currently have both Microsoft and Google Suite.

“Some main differences between Microsoft and Google Suite are that Google is cloud native, enabling collaboration with people working on documents simultaneously. Google Sheets, compared to Excel, is not as robust. You sacrifice some robustness for sharing functionality. The same applies to PowerPoint versus Google Slides, where PowerPoint is much more powerful. The ability to work with others in a cloud native product is the selling point for Google Suite and represents a real benefit..”

Dan MOor

Principal at a tech vendor with 51-200 employees

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I have used Google Workspace and Office 365. I have also used other collaboration apps, such as Slack, which is a competitor to Microsoft Teams. As a package, Office 365 bundles many software together, making it a very compelling proposition. There are competitors such as Google Workspace and Zoho, but in terms of support and reach, Office 365 surpasses them in features and integration with the Microsoft ecosystem, especially with Azure. However, there are standalone products which are better than their counterparts in Office 365. For instance, I prefer Slack over Teams.

Anubrata Ghosh

Technical Manager at Landmark Group

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ROI

Real user quotes about their ROI:

Office 365 is costly, but there aren't many alternatives. It is considered cost-effective as it brings some benefits such as collaboration and time savings.

Bwalya Kasase

Operation Analyst at New Energy Consulting

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“The return on investment is always an improvement. If they don't have it, it's a huge improvement going from no collaboration to a collaborative platform, and I think it's a significant improvement due to the many integration options available..”

Verified user

IT Manager at a consultancy with self employed

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“Regarding the return on investment for Office 365 for my company, it is very easy to defend the acquisition against the finance team because the product offers many advantages, time saving, quicker responses, accurate information, and security in the information and procedure..”

Verified user

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Service Delivery Manager at a computer software company with 11-50 employees

“From a productivity perspective, it is certainly saving time, but it is not saving money as similar work can be done with other Office suites available outside.

“Regarding percentages and calculating ROI, it is difficult to provide specific figures..”

Jai Prakash Sharma

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Vice President, Technology Operations at InfoEdge India Ltd

“Regarding cost savings or return on investment after implementing Office 365, although there is an initial or monthly cost and we could do it annually, we choose to do it monthly. We find that the ROI is significant. We get the latest and greatest features, and today with Copilot and some of the really big advantages that they did not have a year ago, it has made a huge difference. We use Copilot in Excel quite extensively and not as much in Word because we are more of an analytics company. With ChatGPT, we are able to ask for solutions in Excel or PowerPoint, and the integration is great..”

Gary Cook

Executive at Empowered Analytics

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The return on investment with Office 365 is pretty good; it's usually positive when I look at continued usage. I've been involved with this for more than a year without it becoming stagnant, unlike some Salesforce work that has come and gone. Since my company focuses on Microsoft products, the same products keep coming up repeatedly, indicating ongoing assistance is required.

We are also shifting toward big data solutions and A.I.-generated everything, so I'm trying to redirect my focus beyond just being an Office 365 expert, considering how A.I. can improve Office 365. .”

Marcus Vandenbent

Senior Consultant at a outsourcing company with 201-500 employees

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Use Case

“We use Office 365 for ordinary regular documentation, using Excel and similar applications.

“The integrations with Teams and SharePoint are beneficial as we use Teams for sharing and editing documents. The integration helps with document collaboration, though I have not used it as much as Microsoft Word..”

Verified user[Read full review](#) 

Senior Consultant and Service Integration Lead at a educational organization with 10,001+ employees

We use Teams for our collaboration. We use the Office 365 suite of products including PowerPoint, Word, Excel, and all related tools. Mostly I use Teams, Excel, and Word. I seldom use PowerPoint because I am not required to make presentations very often. I spend almost every moment in my office using Teams to collaborate and communicate with others, along with Excel and Word.

In Office 365, you can open Excel and Word documents and even PDFs without having to save the file or navigate outside Office 365. You can save your files on OneDrive. It offers access to all the software in the Microsoft ecosystem. Through Office 365, you can access applications such as Drive, Excel, and Word..”

Anubrata Ghosh[Read full review](#) 

Technical Manager at Landmark Group

“I use Microsoft Security Copilot inside the company as it helps to assist in programming and document writing.

“The main use cases for Microsoft Security Copilot involve searches. I have been using Microsoft Security Copilot for approximately one year.

“Currently, I am using Copilot in programming, document creation, and information searching..”

LEUNG JUSTIN

Manager, Research & Development, Enabling Technology at ASM Pacific Technology, Ltd

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I understand I'm working with or using other tools besides Huawei, such as Windows, Office 365, Zoom for communication, Linux, and similar applications.

I'm using Office 365 because it's free, so there are signals besides Huawei that I work with or have used before.

“I'm using it, and it's wonderful. It's custom made for Huawei, a special version of Office 365. It's not fully open to 3 Cloud or 365 because at Huawei, we have some restricted tools within Office 365. We use them just for email, Word documents, etc. We are not able to download or use online templates or download anything from Cloud. All those features are restricted. We're using only what Huawei provided as tools. .”

Alaa Asabeh

Solution Architect at Hw

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“My usual use cases for Office 365 include basic use for receiving or sending emails for official purposes using Outlook, and for creating small documents in Excel or Word. I use Word for PowerPoint presentations and any type of documentation to provide to clients.

“Regarding Office 365 features and capabilities, I honestly don't use too much of the features of Outlook or Excel because I'm a technical person regarding my tools. I'm only using it for mail purposes or other documentation.

“I use Microsoft Teams as a tool for communication and collaboration. Microsoft Teams is a very good option for me to connect within the organization or with my team. We can also connect with external teams, share links, share screens, and take control of other people's meetings. We do a lot of things through Teams, and we have scheduled many meetings with the help of the Teams calendar..”

RISHABHVERMA

Senior Specialist at HCLSoftware

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“The team has already finalized the tool because the decision-makers are other teams and they have already onboarded some other tools for the patching.

“For me, that is out of the box, as I'm not the right person to make their decisions. At the same time, I moved to another department, the application support team, which I'm currently supporting some applications.

“In my use of Office 365, we have many different domains: exchange is different, Intune is different, Azure AD is different, and applications and services are different. I worked with the exchange Microsoft 365 exchange and then I worked with the defender with security, managing those defender things.

“I also worked with the Intune team to manage the MDM deployment. Then I collaborated with the DevOps department to manage all those Kubernetes and DevOps and pipelines, checking the services. I was a middleman, checking everything, collaborating with all other departments.

“This is where in Office 365 I worked around with them for 3 years..”

Imtiaz Ahmad

System Administrator at wellness one day surgery center

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I am not familiar with the initial setup process as it was implemented organization-wide, so I am uncertain whether it was easy or difficult or if any issues were encountered..”

Verified user

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Senior Consultant and Service Integration Lead at a educational organization with 10,001+ employees

“Setting it up is fairly well thought out for the end-user experience at the moment, especially for the initial engagement. They've developed a lot of on-demand help and training resources for new and casual users, so I believe they've done a good job with it..”

Verified user

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IT Manager at a consultancy with self employed

“Regarding the setup, it's not a simple process, but it is not the most complex solution in the market. It depends on the kind of implementation that the customer would prefer to have..”

Verified user

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Service Delivery Manager at a computer software company with 11-50 employees

“Regarding the initial setup of Office 365, I can't fully evaluate it because I've been using Office for so many years that Office 365 didn't seem significantly different. I use many languages and sometimes need to download packages for each language, but I experienced absolutely no issues, making it a reasonably easy solution to install..”

AndrewGilbert

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Revenue Operations Specialist at KK AGC

“The setup process for Office 365 is easy because we have predefined mirrors of the installation system allowing us to complete installation at once, including the operating system, application, and Office 365. This is by our configuration, but normal installation is a problem for me because we use both Czech language version and English version, and I have preinstalled assistance for every language. It's huge and selects a lot of resources from the computer, which is not very good..”

Pavel Janča

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IT manager at a energy/utilities company with 1,001-5,000 employees

“I rate my experience with the initial setup of Office 365 an eight.

“During the initial setup, I faced many challenges because there were many things we had to input the first time.

“It was very difficult to configure the mobile cellphone, while configuring the system on a PC was very easy..”

RISHABHVERMA

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Senior Specialist at HCLSoftware

Customer Service and Support

“I would rate the technical support from Microsoft an eight on a scale of 1 to 10, where 1 represents low quality technical support and 10 represents high quality..”

Boris Kaluža

global admin at Enter++

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“Technical support from Microsoft really needs to improve because sometimes we have cases that drag on for months. I would rate it six or five out of ten..”

Intiaz Ahmad

System Administrator at wellness one day surgery center

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“I cannot rate the customer service with Microsoft on a scale of 1 to 10 as I have never faced any issues, raised concerns, or attempted to contact technical support for Office products..”

Verified user

Senior Consultant and Service Integration Lead at a educational organization with 10,001+ employees

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“I really don't go to technical support very often, as we usually handle our own in-house support, but when I've escalated to Microsoft on occasion, they've been very responsive, so I would say they're adequate..”

Verified user

IT Manager at a consultancy with self employed

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“I never contact Microsoft for support; Atlassian support contacts me quite often.

“I remember other colleagues contacting Microsoft, but that was mainly about licensing questions, not anything technical..”

Sergiy Lizenko

BI Analyst at Innola Solutions

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“I have contacted CrowdStrike for support regarding the same incident, and my experience was pretty bad. There were people not knowing what was happening, how to mitigate it, or what to do. We were in a bad situation. After a couple of hours, their communication started flowing better, and things started improving.

“My impression of the technical support of CrowdStrike, just for that particular instance, is less than four..”

Zizipho TShazi

Senior Forensic Consultant Specialist at Old Mutual

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Other Advice

“I find the effectiveness of Office 365 security measures good because of the multi-layer security; we log in via mobile OTP or via authentication. We can upload and download data safely without losing any information, and we have saved the last two to four years of emails, which is beneficial for both storage and security.

“On a scale of one to ten, I rate Office 365 a nine..”

RISHABHVERMA

Senior Specialist at HCLSoftware

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I have been working with Xamarin only, which is my area of work. [Every](#) new employee who joins the organization is given access to Office 365. They have some kind of agreement with Microsoft. Office 365 is the only productivity suite of software that we use.

Power BI is used extensively, but we have a separate team for that. I don't work on Power BI. The solution is deployed on cloud, not on-premises.

“My rating for Office 365 is 7.5 out of 10. It would be interesting to see how it performs for Linux users, as there aren't as many Linux users as Mac or Windows users..”

Anubrata Ghosh

Technical Manager at Landmark Group

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I never used that due to restrictions. I don't raise tickets to Microsoft if I have

issues or questions.

I have been using it for a long time, from version eight to nine. I can debug issues myself because I know them, but I have to run through all slides and create fresh new templates or do manual work. I have workaround solutions, but when I have complex slides and multiple materials to combine, I get prompts when saving that require additional steps.

“The overall rating for Office 365 is 7 out of 10. .”

Alaa Asabeh

Solution Architect at Hw

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“My relationship with Microsoft is that I am an end user.

“I would rate the scalability of Office 365 a nine on a scale of 1 to 10, where 1 represents low scalability and 10 represents high scalability.

“I would rate the stability of Office 365 a nine on a scale of 1 to 10, where 1 represents low stability and 10 represents high stability.

“My thoughts about the price of Office 365 are that it is acceptable.

“I would rate Office 365 overall an eight on a scale from 1 to 10, where 1 represents the worst solution and 10 represents the best solution.

“My company name is Linda, and I have the title of Support. My email address is boris_kaluza@enter.sk..”

Boris Kaluža

global admin at Enter++

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“I am not sure if we bought it on the [AWS Marketplace](#) because this is handled by the MIS department. The whole package includes Microsoft 365, Copilot, [Azure](#) server, and software firmware.

“We use more than two features automatically. [Every](#) time we face a problem, we can handle it. We might be using Copilot, not Security Copilot.

“To integrate Office 365 in our daily business workflows, it is not really tightly integrated with Copilot or other systems; it functions as a typical office solution. We share information and use it for operation. We are using Office 365 for operation, development, documents, and information only. It is not deeply integrated with other systems [Azure](#) or management tools, so I am looking for any service that can be integrated with our program or process.

“On a scale of 1–10, I rate this solution an 8.5..”

LEUNG JUSTIN

Manager, Research & Development, Enabling Technology at ASM Pacific Technology, Ltd

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“I am not aware if our organization purchased it through [AWS](#) marketplace.

“I do not know the pricing for our Office 365 or Microsoft 365.

“I would recommend Office 365 to other businesses or people considering using it, though I have not used the AI features.

“Regarding documentation, I do use the online resources. The online documentation is helpful, but not as beneficial as unofficial forums such as Reddit where users share their experiences and solutions. On these unofficial forums, other users who have faced similar issues provide answers. These tend to be more accurate and updated than the official Microsoft forums and knowledge base. While the official documentation helps, I often turn to Reddit or other platforms for additional information when the knowledge base does not address my needs.

“I would rate my experience with that type of support at 7 out of 10.

“Overall, I rate Office 365 a 7 out of 10..”

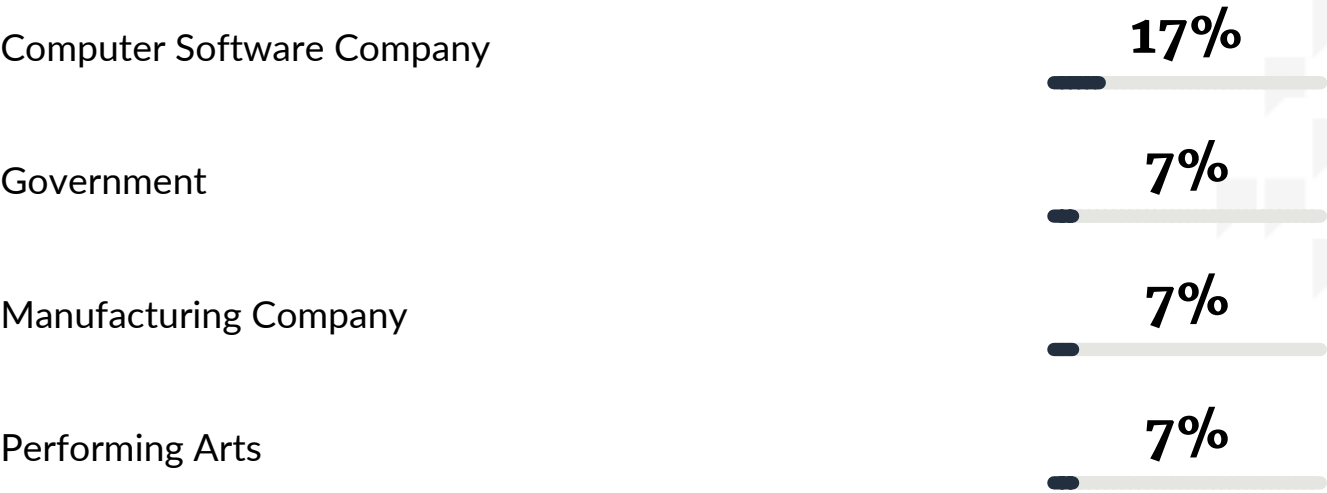
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Senior Consultant and Service Integration Lead at a educational organization with 10,001+ employees

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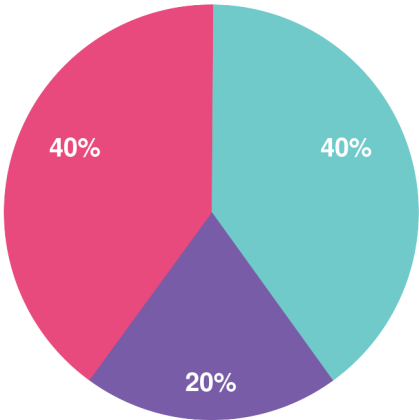
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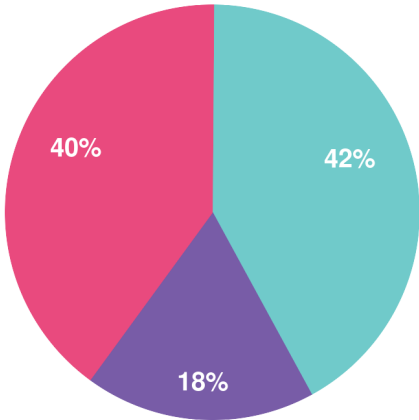


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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