Microsoft 365
Vs
Google Workspace

Tonya Digiorno, IT Director

February 23, 2021

Analysis and Recommendation

- Evaluation Methodology
    - Suite Comparison
        - 2019 Forrester Report
- User Experience and Preference
- Current/Proposed State
- Security Requirements
- System Integration Requirements
- Cost and Targeted Timeline
- Recommendation
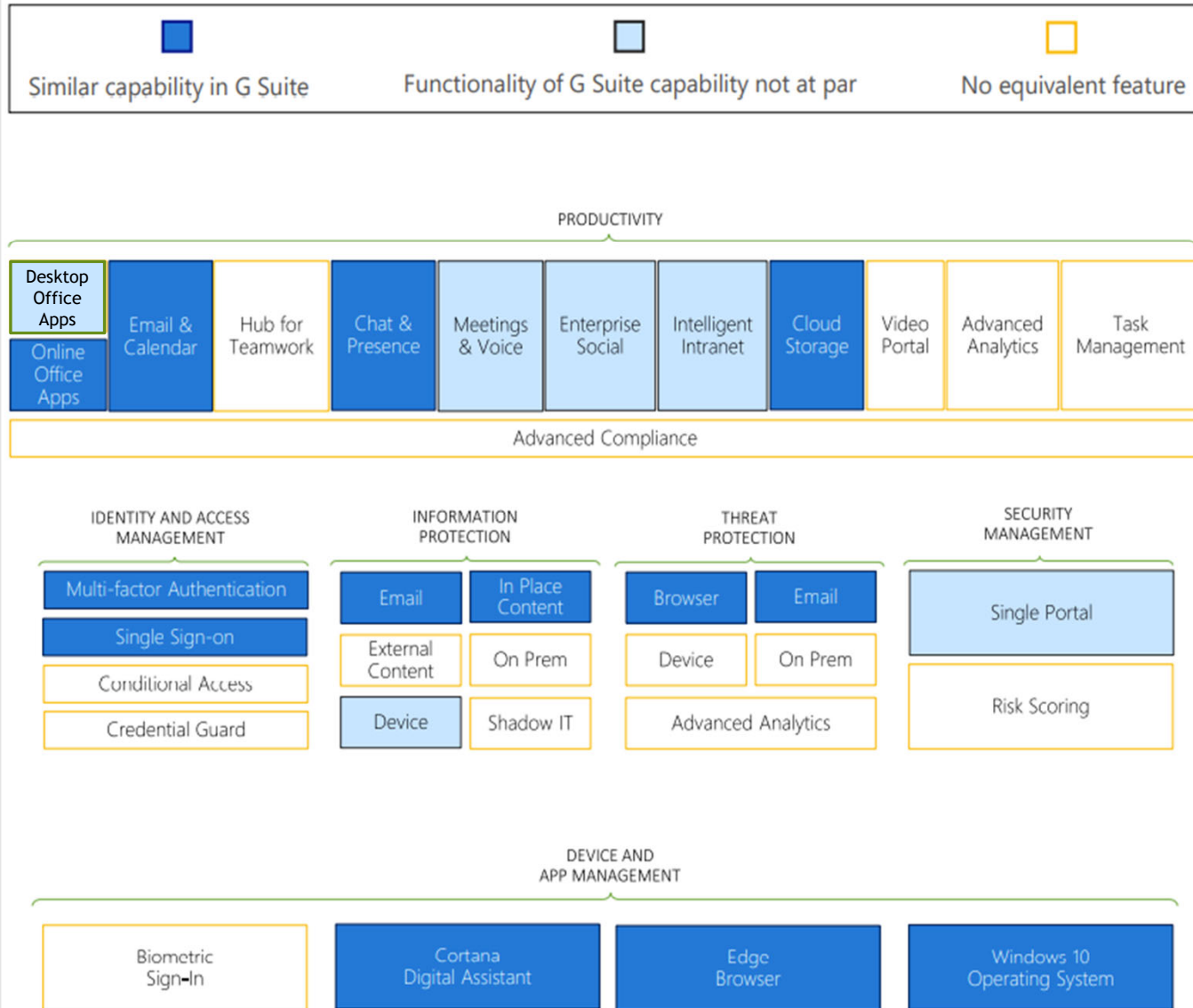
Comparison- Most Common Productivity Tools

Function	Microsoft	Google
1. Email	Outlook	Gmail
2. Word Processing	Word	Google Docs
3. Spreadsheets	Excel	Google Sheets
4. Presentations	PowerPoint	Google Slides
5. Collaboration/conferencing	Microsoft Teams	Google Meet
6. Notes	One Note	Google Keep
7. Website development	SharePoint	Google Sites
8. Video services	Stream	N/A
9. Forms	Forms	Survey Builder/Forms
10. Instant messaging	Teams	Chat (previously Hangouts)
11. Presentations	PowerPoint	Slides

How G Suite compares

Microsoft Office 365

Enterprise Mobility + Security

Microsoft Windows 10

■ Similar capability in G Suite	■ Functionality of G Suite capability not at par	□ No equivalent feature

PRODUCTIVITY

Desktop Office Apps / Online Office Apps	Email & Calendar	Hub for Teamwork	Chat & Presence	Meetings & Voice	Enterprise Social	Intelligent Intranet	Cloud Storage	Video Portal	Advanced Analytics	Task Management

Advanced Compliance

IDENTITY AND ACCESS MANAGEMENT

Multi-factor Authentication	
Single Sign-on	
Conditional Access	
Credential Guard	

INFORMATION PROTECTION

Email	In Place Content
External Content	On Prem
Device	Shadow IT

THREAT PROTECTION

Browser	Email
Device	On Prem
Advanced Analytics	

SECURITY MANAGEMENT

Single Portal
Risk Scoring

DEVICE AND APP MANAGEMENT

| Biometric Sign-In	Cortana Digital Assistant	Edge Browser	Windows 10 Operating System

Employee Survey Results

An employee survey was sent to all county employees

- Overall users are content with Google for email and calendaring

The General Consensus:

- The business requires Microsoft desktop application (Word, Excel, PowerPoint, Visio)

Given a choice:

Google
22%

Microsoft
39%

No Preference
39%

■ Microsoft   ■ No Preference   ■ Google
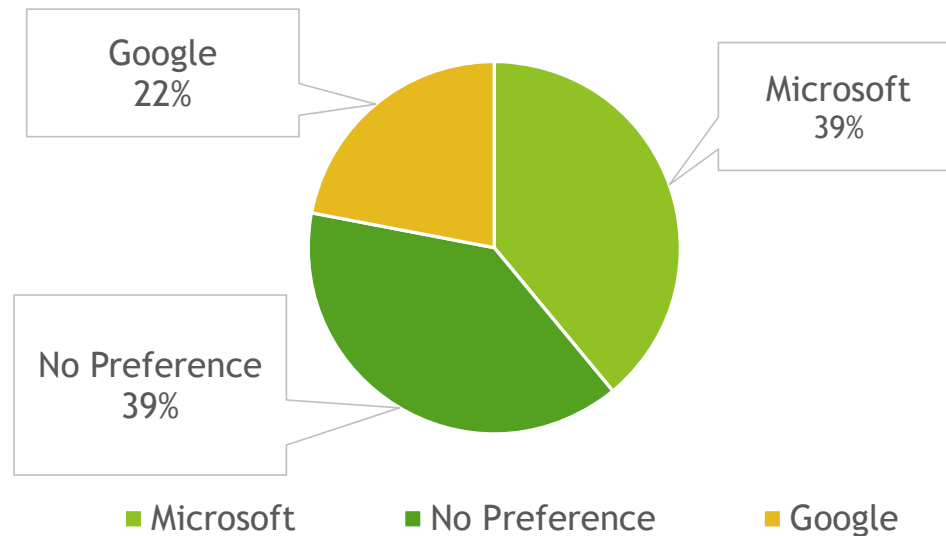
- January 22, 2021 – Presented full analysis to the El Dorado County Leadership, the decision was unanimous to move towards Microsoft

Current State vs Proposed Future State

Current State:

- IT resource constraints
- Requires additional staffing
- Adds complexity
- User confusion
- Difficult to master a single productivity tool

Proposed Future State

- Reduce cost
- Improve security posture
- Improves IT support capabilities
- Standardize and leverage full capabilities

Security Requirements

- Identity and Access Management
- Threat Protection
- Security Management
- Information Protection
  - Email Encryption
  - Multi-Factor Authentication (MFA)
  - Criminal Justice Information Sharing (CJIS)
  - Health Information Privacy Accountability Act (HIPAA)
  - IRS 1076

System Integration Requirements

DEPARTMENT	SYSTEM or FUNCTION	REQUIREMENT
Probation	Case Management	Microsoft Word
Multi Departmental	TRAKiT	Microsoft Word
Public and Organization	Public and Internal sites	Microsoft SharePoint
District Attorney and Public Defender	Karpel	Microsoft Outlook
Organizational	Identity and Access Management	Microsoft Azure Active Directory
Sheriff and Corrections	TRACK-Net	Microsoft Word and Reports
County Counsel	LawLibrary	Microsoft Outlook

Alternative Analysis – Ongoing Annual Costs

	Current (expiring)	Alternative 1	Alternative 2	Alternative 3
SOFTWARE LICENSES	**GSuite Business and O365 E3**	**GSuite Enterprise Plus and Office Pro**	**Google Enterprise and O365 E3**	**M365 E3**
Google Microsoft = Total	$239,958 $371,008 = 610,966	$388,800 $0 = $388,800	$388,800 $473,535 = $862,415	$0 $578,765 = $578,765
Office Pro		$390,944		
Email Encryption (400)	$32,089			
Google Vault – inactive user	$8,876			
SharePoint		$70,544		
Azure AD		$14,512		
Windows 10		$87,040	$0	
Total Software Cost	**$651,931**	**$951,840**	**$862,335**	**$578,765**
Resource Costs (2.5-3.5)	$283,920	$397,488 (+1)	$397,488 (+1)	$283,920
TOTAL ANNUAL COST	**$935,851**	**$1,349,328**	**$1,259,823**	**$862,685**

5 Year Cost Comparison

Current						
Google and Microsoft	**Year One** **FY 2021/22**	**Year Two** **FY 2022/23**	**Year Three** **FY 2023/24**	**Year Four** **FY 2024/25**	**Year Five** **FY 2025/26**	**5 Year Total**
Google Suite User Licenses	$388,800	$388,800	$388,800	$388,800	$388,800	$1,944,000
Google Vault Inactive Act	$0	$0	$0	$0	$0	$0
Google Vault Licenses	$0	$0	$0	$0	$0	$0
Microsoft Licenses O365	$473,535	$473,535	$473,535	$473,535	$473,535	$2,367,675
Sub Totals – Software Only	**$862,335**	**$862,335**	**$862,335**	**$862,335**	**$862,335**	**$4,311,675**
Resource Cost (2.5-3.5)	$397,488	$397,488	$397,488	$397,488	$397,488	$1,987,440
TOTAL COST	**$1,259,823**	**$1,259,823**	**$1,259,823**	**$1,259,823**	**$1,259,823**	**$6,299,115**
Recommended Option						
M365 E3	**Year One** **FY 2021/22**	**Year Two** **FY 2022/23**	**Year Three** **FY 2023/24**	**Year Four** **FY 2024/25**	**Year Five** **FY 2024/25**	**5 Year Total**
Microsoft User Licenses M365	$578,765	$578,765	$578,765	$578,765	$578,765	$2,893,825
Sub Total - Software Only	**$578,765**	**$578,765**	**$578,765**	**$578,765**	**$578,765**	**$2,892,825**
Support Staff	$283,920	$283,920	$283,920	$283,920	$283,920	$1,419,600
Migration Costs (One time cost) *	$300,000					$300,000
TOTAL COST	**$1,162,685**	**$862,685**	**$862,685**	**$862,685**	**$862,685**	**$4,613,425**
TOTAL SAVINGS	**$97,138**	**$397,138**	**$397,138**	**$397,138**	**$397,138**	**$1,685,690**

Recommended Next Steps

OPTION 1:
1. Conduct a formal bid not specifying the productivity tool. Estimated 4-5 months
2. IT to gain approval from the board based on recommendation

    RISK: Ability to meet timeline to decommission prior to contract expiration:
        Google expires 02/2022
        Microsoft expires 08/2021
    IMPACT: Cost increases to extending contract, no guaranteed rate. Cost will increase.
    PROBABILITY: High

OPTION 2 (recommended):
1. Gain Board of Supervisors approval today to start planning activities to migrate from Google to Microsoft
2. Begin procurement activities to fully migrate by February 2022
3. Upon completion of the solicitation, return to Board for Approval to proceed

Questions ??