

Case Study

£80K in Microsoft True-Up Cost Avoidance Achieved in Just Two Weeks

Executive Summary

With a Microsoft true-up deadline fast approaching and limited time to act, a new client partnered with Livingstone for a focused Microsoft 365 review. The result: a rapid turnaround of actionable insights leading to £80,000 in cost avoidance.



The challenge

The client, a UK-based aviation services organisation, had an upcoming Microsoft true-up but faced a tight deadline and limited internal visibility over their Microsoft estate.

As a newly onboarded client, they had yet to compile a full inventory of their Microsoft environment, making a comprehensive optimisation review unfeasible within the available timeframe.

With pressures to keep costs under control, the client needed fast, targeted support to help reduce their licensing exposure before the true-up deadline.

FAST FACTS

Client:	Aviation Services
Size:	4,500 employees
Sector:	Aviation
Location:	United Kingdom
Service:	Microsoft review
Cost avoidance:	£80k



The solution

Livingstone proposed a rapid-scope engagement focusing solely on Microsoft 365 licensing, recognising this as the area most likely to deliver quick, high-impact cost savings. Within two weeks of receiving the required data, Livingstone:

- Conducted a detailed analysis of M365 usage and entitlement
- Identified approximately £174,000 in potential cost avoidance opportunities
- Provided a prioritised set of recommendations based on potential savings and ease of implementation
- Advised the client on the quickest and most effective changes to action in the limited time available

This allowed the client to make informed, strategic decisions ahead of the true-up—despite lacking a full Microsoft inventory.



The outcome

By implementing a subset of Livingstone's recommendations, the client was able to avoid **£80,000** in costs and complete their Microsoft true-up at a lower value than initially forecast.

The project not only delivered tangible short-term savings but also laid the groundwork for deeper optimisation going forward.

Key Success Factors

- ➔ **Rapid response time** – Full analysis and recommendations delivered in under two weeks
- ➔ **Targeted scope** – Focusing on Microsoft 365 delivered maximum impact with minimal data requirements
- ➔ **Actionable insights** – Clear prioritisation of savings based on value and implementation effort
- ➔ **Collaborative engagement** – Close client collaboration ensured quick decision-making and implementation

Need urgent help with your Microsoft renewal or true-up?

We're ready to help.
Whenever you need us.

Contact us today.

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Conclusion

Even with limited time and scope, Livingstone's targeted Microsoft 365 reviews can deliver fast, measurable results.

Whether you're preparing for a true-up, renewal, or simply want better visibility of your Microsoft estate, our experts help you uncover savings and reduce waste—quickly.