

Case Study

£150K in Annual Savings found with Livingstone's M365 Cost Optimisation Managed Service

Executive Summary

A local government organisation sought to reduce its annual Microsoft 365 spend. By partnering with Livingstone through an M365 Cost Optimisation Managed Service, significant inefficiencies were identified, resulting in tangible, recurring cost savings.

**The challenge**

The customer is a 5000-user local government organisation that spends approximately £1.5m a year on Microsoft subscriptions.

The customer recognised they had challenges with subscription inefficiencies due to overprovisioning, underutilisation, and a mismatch of subscriptions. This led to increased costs and reduced return on investment.

Being within the local government sector, they are working within tight budgetary constraints. Their target was to reduce their annual spend on Microsoft subscriptions by at least 10%.

FAST FACTS

Client:	Local UK government
Size:	5,000 employees
Sector:	Public Sector
Location:	United Kingdom
Service:	Microsoft 365 cost optimisation managed service
Savings:	££150k



The solution

To address the client's challenges, Livingstone deployed its M365 Cost Optimisation Managed Service, enhanced by the PRISM platform. PRISM is a digital intelligence tool that provides comprehensive insights into Microsoft 365 environments, enabling organisations to gain a granular understanding of their usage, identify cost-saving opportunities, and enhance overall efficiency.

Through PRISM's advanced analytics and visualisation tools, the client obtained a complete view of its Microsoft 365 environment via intuitive dashboards powered by Microsoft Power BI. These dashboards offered real-time data on allocation, adoption, and usage across multiple tenants, facilitating informed decision-making and effective IT infrastructure optimisation.

The service included a detailed license value assessment, evaluating practical optimisation opportunities aligned with the client's business strategy. Additionally, Microsoft 365 profiling workshops were conducted to discuss current devices, users, job profiles, and business goals, ensuring that license allocations matched actual user needs.

As part of the ongoing managed service, Livingstone continues to monitor usage patterns, recommend license adjustments, and support implementation—ensuring that all savings opportunities are identified, validated, and realised over time.



The outcome

Livingstone identified **£150,000** in annual savings through improved subscription management and licence optimisation—delivering on the client's target while maintaining service continuity for users.

Need help optimising your Microsoft 365 estate?

Get in touch with Livingstone to see how our independent advisory services can help you achieve similar results.

Contact us today.

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Conclusion

Optimising Microsoft 365 through Livingstone's Managed Service helps public sector organisations maximise ROI, reduce operational waste, and redirect budget toward innovation.