



# Operational cost: Zoom vs Microsoft Teams



## Cost-effective administration and management

From Jan. to Feb. 2024, Metrigy conducted a study of 470 end-user organizations to gather real-world operational costs from those using either Microsoft Teams or Zoom. The study found that, on average, for organizations with more than 1,000 users, the overall cost of Microsoft Teams over five years was \$4,080 vs. \$3,517 for Zoom, which represents a Zoom savings of 14%. These costs include the internal IT resources necessary to manage and operate the solution.

\$3,517

zoom

\$4,080

Microsoft Teams

TCO Component	> 1,000 users		
	Zoom	Microsoft Teams	Zoom savings
5-year operational costs (internal IT staff)	\$3,517	\$4,080	14%

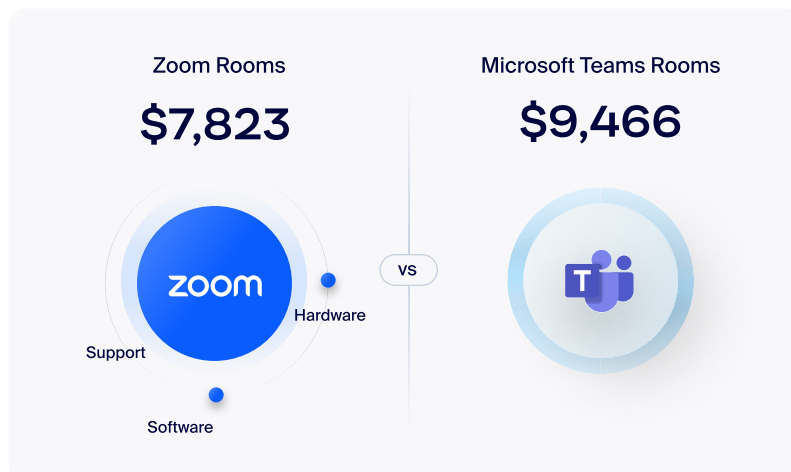
## Generative AI capabilities — at no additional cost

**AI Companion is included at no additional cost with eligible paid Zoom Workplace plans.\*** In comparison, Microsoft requires organizations to purchase a Microsoft Copilot add-on **for each user** to take advantage of generative AI features in their communications and collaboration.

### Save on solutions for flexible work

When thinking about adopting a UCaaS platform, organizations should consider hybrid meetings and the solutions that enable them. A 2024 Metrigy study commissioned by Zoom shows that Zoom requires lower capital and lower ongoing support costs for conference room solutions.

Over five years, companies could pay as little as \$7,823 for hardware, software, and ongoing support for Zoom Rooms solutions versus \$9,466 for Microsoft Teams Rooms solutions.



**That equates to a potential cost savings of up to 17%, or as much as \$1,600 per room.**

### Lower your TCO with Zoom

Switching to Zoom Workplace can help your organization lower costs now and in the future, while providing employees with a seamless collaboration experience and access to AI Companion at no additional cost.\*

Schedule a live demo with one of our product specialists today to see Zoom Workplace with AI Companion in action.

Seeing is believing!  
Schedule a live demo with one of our product specialists at your convenience.

[Schedule a live demo](#)

\*Included with the paid services in Zoom user accounts. AI Companion may not be available for all regions or industry verticals.

#### Study methodology

1. Metrigy conducted a custom research study for Zoom from Jan-Feb. 2024, examining cost, utilization, and management of voice and meeting solutions
  - 470 responses, including 2 interviews and 468 electronic survey responses
  - Global reach
  - A random sampling of a variety of industries
2. Metrigy developed hypotheses and questions, which were reviewed jointly with Zoom's project team
3. Metrigy programmed the survey, gathered research responses, analyzed data, and created the presentation, including charts and tables that provided technology trends, cost analysis, and cost comparisons between vendors
4. Zoom has a license to use this independently gathered and analyzed data