



How Your Agency Can Get the Most Out of Microsoft

Microsoft offers powerful and effective solutions to help agencies tackle their most vital challenges. Indeed, the ability to leverage a modern, integrated and secure suite of capabilities across workforce collaboration, cybersecurity, advanced cloud and AI, and citizen services is a critical asset for any public-sector entity.

But the question for many government executives from Mission to IT to Finance is: *“Are We Fully Leveraging Our Microsoft Investment to Meet Our Agency’s Objectives?”*

Tasked with providing complex and critical services, agencies face **growing pressures, including shrinking budgets, limited resources and increasing cyber threats**. They continuously seek *focused, independent expertise* that is not only deeply experienced in the Microsoft portfolio, but also has a profound understanding of the public sector’s unique needs.

This report, co-created with industry leader Planet Technologies, whose **You Already Own It** program helps agencies derive maximum value from their Microsoft investments, explores why the public sector often overlooks its Microsoft capabilities and how, by leveraging the experience of a trusted partner, agencies can:

- » Reduce risk through reuse of proven and repeatable processes and solutions
- » Drive speed and agility through government-specific experts in the Microsoft portfolio
- » Ensure modern cybersecurity capabilities across the integrated Microsoft suite



Value Gets Overlooked

A number of factors may cause government agencies to overlook the full potential of existing Microsoft solutions.

- **Lack of visibility:** Across a given enterprise, solutions tend to be widely dispersed; leaders may be unaware of all the tools in use. Without a holistic view of the products and licenses available, solutions in use, and understanding of best practices, it can be difficult to get maximum value from those resources.
- **Competing priorities:** Across government, people have their hands full. With only so many hours in the day, few employees have time to explore the potential functionality of a given tool. The result is underutilization and lack of adoption, which leads to powerful capabilities being missed.
- **Overabundance of solutions:** There's usually a line out the door of vendors wanting to sell government their next-best-thing IT solution, but point solution purchasing and maverick buying can lead to unintended integration challenges down the road. With so many offerings on the table, it's easy to overlook the fact that the tools you already own may be perfectly suited to the task at hand.

Maximize Your Investment

It is a clear mandate across the government to ensure that existing investments in IT are fully utilized and justifiable. There are several areas specific to the Microsoft portfolio that not only serve mission and financial objectives, but also ensure that the most modern and integrated capabilities are serving cybersecurity principles.

- **Licensing optimization:** Experts in Microsoft licensing help eliminate duplicative purchases and bring clarity as to the best way to leverage technology, saving time, money and resources.
- **Prescriptive deployment:** The right partner will have insight into how other agencies are utilizing their tools. With this knowledge, they can blueprint proof-of-concepts to demonstrate how overlooked capabilities can support improved mission outcomes, jump-starting the agency's efforts to solve problems by using the tools already on hand.
- **Ongoing reinforcement:** To maximize existing Microsoft solutions, agencies need to focus on workforce development and change management, with ongoing learning and reinforcement to ensure people know what they have and how to use it. The right partner will deliver this ongoing support.

*“Given the day-to-day mission demands placed on agency executives, it is imperative to ensure they are fully exploiting their enterprise IT investments, and the Microsoft portfolio is a critical component of that effort. But it can be hard to keep track of all the assets that you have, and how to best capitalize on those assets. That’s where a program like **You Already Own It** can help.”*

— Scott Tucker, Planet Technologies President and CEO

Best Practices

Agencies can embrace several best practices when working with an outside provider to identify and elevate potential new uses for existing Microsoft solutions.



Get the right people involved

It takes a collaborative effort to maximize the value of an existing technology investment. This regularly includes procurement, human capital, IT leadership, business owners and support resources to produce the very best outcomes.

“Have many of those stakeholders at the table and communicating with one another,” said Scott Tucker, Planet Technologies President and CEO. “Then it really becomes a true partnership, where we’re all talking about how to best leverage these investments.”

Start small

It can be hard at first for people to envision using a familiar tool in a new way. Leaders can start with limited-scope deployments as they work to apply Microsoft solutions more expansively.

“We firmly believe in piloting a proof-of-concept early in the process,” Tucker said. “It gives people the opportunity to actually kick tires and to see for themselves what can be done in a very quick timeframe.”

It’s a partnership

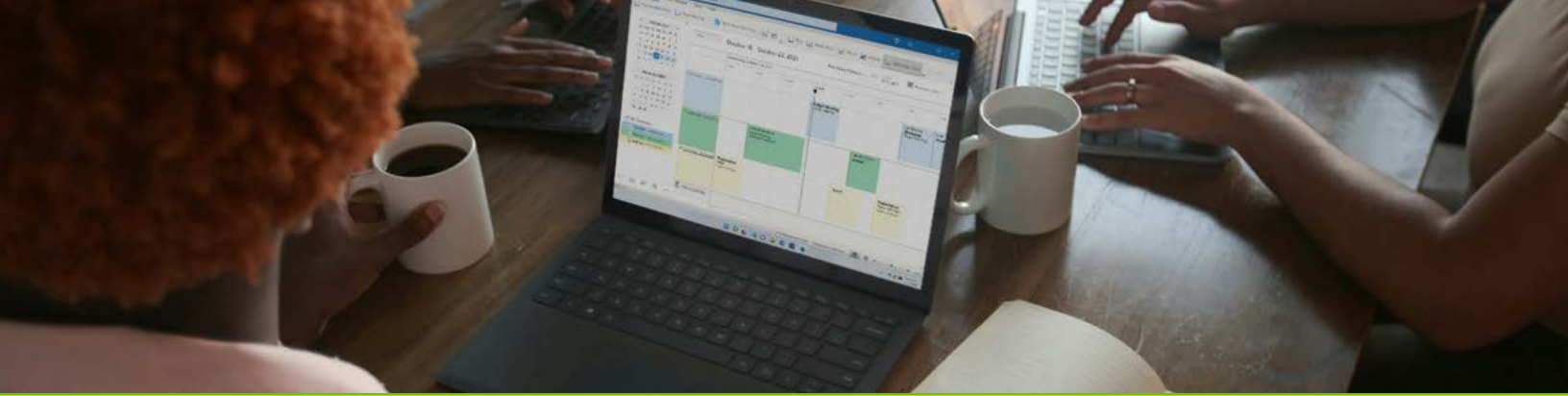
As agency leaders look to an outside expert to help identify potential uses for the Microsoft tools they have, trust, experience, and transparency are the cornerstones of mutual success.

“Customers are seeking our independent expertise to provide strategic guidance — not to just plug holes,” Tucker said. “This is a collaborative process, supported by people who are excited about the technology and passionate about making a difference.”



*“The **You Already Own It** program is really about educating and informing, showing the art of the possible using the technology our clients already own.”*

— Scott Tucker, Planet Technologies President and CEO



Case Study: Making the Most of Microsoft

Here's a look at how one agency leveraged its existing IT investment.

- **The Challenge:** A U.S. federal agency with a skilled Microsoft workforce, but limited budget and time, needed to better understand how best to use its existing Microsoft licensing to meet specific mission objectives.
- **The Solution:** The agency engaged with Planet Technologies' **You Already Own It** program and took part in a M365 Licensing and Planning Review.
- **The Outcome:** With this new enterprise understanding, the agency discovered it could leverage existing Microsoft licenses and its trusted relationship with Planet to build and deploy a much-needed application to request, approve, assign and track software licenses agencywide. Complete with a new front-end user experience, robust reporting capabilities and integration with pay.gov, the agency was able to solve its need using the Microsoft licenses and technology it already owned.

Through participation in the **You Already Own It** program, the agency gained a better understanding of its Microsoft investment and how it could be used to maximize its organizational productivity. The agency continues to engage the **You Already Own It** program to explore how advancements in AI and data governance will impact its next generation of mission-critical applications.

How Planet Technologies Helps

Planet Technologies has been dedicated to public-sector customers for more than 25 years, focusing specifically on maximizing the value of the Microsoft solutions portfolio and ensuring mission and financial impact. The company's branded **You Already Own It** program helps more than 3,000 federal, state, and local agencies and educational institutions to understand their Microsoft investments, stay current on evolving benefits, save money, and maximize productivity. From detailed assessments to executable migration blueprints to deployment and adoption support, **You Already Own It** informs and validates application development and modernization strategies.

For more information, visit <https://go-planet.com> and <https://youalreadyownit.com> or email swinter@go-planet.com.

