

Microsoft 365: What Most Businesses Pay For But Don't Use

A Practical Utilisation Checklist for Business

Tick what you are currently using.

If most boxes are unchecked, you may be **overpaying** or **under-utilising** Microsoft 365.



SECTION 1: Core Productivity (All Microsoft 365 Plans)

These are features **every business should already be using**.

Email & Calendar

- ☐ Prepare orientation materials and familiarize new employees with the team.
- ☐ Articulate the company's culture, policies, and expectations.
- ☐ Calendar Sharing within the company

File Storage & Sharing

- ☐ OneDrive used instead of USB or local PC storage
- ☐ Files shared using links (not email attachments)
- ☐ Access removed when staff leave
- ☐ Basic folder permissions are in place

Collaboration

- ☐ Microsoft Teams used for internal communication
- ☐ Teams channels used instead of WhatsApp for work
- ☐ Files shared via Teams/SharePoint

If many boxes above are unchecked:

→ You are not fully using even the basics you're paying for.



SECTION 2: Business Basic / Business Standard

What Most Businesses Stop At

These features are **included** but often **not actively managed**

User & Access Management

- ☐ Admin access limited to authorised staff only
- ☐ Former employees' accounts are disabled promptly
- ☐ Guest access reviewed regularly

Data & Information Control

- ☐ SharePoint used as a central company file repository
- ☐ Team sites structured (not one big folder)
- ☐ External sharing is restricted or reviewed

Usage Awareness

- ☐ Management knows where company data is stored
- ☐ Users are trained on basic OneDrive & Teams usage
- ☐ IT knows who has access to what

Typical Gap:

Most business own Business Standard but still operate like email-only users.

**SECTION 3: Microsoft 365 Business Premium****What Business Pay For But Rarely Use**

These are **high-value features** that justify Business Premium & are often ignored.

Security & Identity Protection

- ☐ Multi-Factor Authentication (MFA) enabled for staff
- ☐ MFA enforced for admins at minimum
- ☐ Legacy authentication is blocked

Device Security & Management

- ☐ Company laptops are managed (Intune)
- ☐ Lost devices can be remotely wiped
- ☐ BitLocker enabled on company laptops
- ☐ Personal devices accessing company data are controlled

Data Protection

- ☐ Company data cannot be copied to personal devices
- ☐ USB storage usage is restricted
- ☐ File sharing rules differ for internal vs external users
- ☐ Email forwarding to personal accounts is blocked

Business Continuity & Control

- ☐ Basic compliance or retention policies are set
- ☐ Admins can audit user activity when needed
- ☐ Security alerts are reviewed regularly

Reality Check:

If you are on **Business Premium** and most boxes are unchecked,
→ you are not **paying for protection that is not active**.



SECTION 4: Backup & Recovery (Often Overlooked)

Microsoft 365 **does not replace backups**

These are **high-value features** that justify Business Premium & are often ignored.

- ☐ Email data is backed up separately
- ☐ OneDrive & SharePoint data is backed up
- ☐ Deleted files can be restored beyond 30 days
- ☐ Backup recovery has been tested



SECTION 5: Quick Self-Assessment

How did you score?

- ☒ **Mostly checked** → You are utilising Microsoft 365 well
- ☐ **Some checked** → Missed value and potential security gaps
- ☐ **Few checked** → High risk and wasted spend

If you're unsure how to implement or manage any of the above, a Microsoft 365 Health Check can help identify gaps, reduce risk and ensure you're getting full value from your licenses.

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