Cons of Office 365

If the internet is down, you may not be able to access work.

Since Office 365 is a cloud-based service, if you don’t have an internet connection, you may not be able to access your files. If your company has an unreliable internet connection (or a very slow one), it’s probably not the best option for you.

There are options to overcome some of this if you have an expected downtime. You won’t be able to access email, but you can sync your files to your desktop and use desktop versions of Office programs (if your plan includes them).

Subscription Based

Yes, we’re putting this under both pros and cons – for this, it really comes down to preference. If you’d rather just spend a large sum every few years for your Office programs and server and not have to worry about it every month, Office 365 isn’t going to be a great option for you. Yearly subscriptions could be a happy medium, though – often you can get a discount for going this route.

Compatibility with Line of Business Applications

The problem with always having access to the latest versions of Office programs is that your line-of-business applications may not always be compatible. If you are on Office 365, though, you are able to use some older versions of Office programs. Always make sure you check compatibility with critical applications before upgrading Office (or Windows, or any other technology it may interact with).

Can be hard to keep up with changing feature set

The features in Office 365 do change fairly frequently. On one hand, you always have access to the latest and great versions. On the other hand, it can be hard to keep up sometimes if you use some of the lesser known programs like Delve and Yammer.

Typically, the changes aren’t huge, so it’s unlikely any update will mean having to relearn the programs. More likely, you just won’t always know what the changes are.

Most people only use 20% of the functionality

This isn’t really a con of Office 365 itself, but worth noting. A majority of users don’t use Office 365 to its full advantage. Most people use only Office 365 for email, file storage and access to Office programs, even though it has so much more to offer.

There certainly isn’t anything wrong with this – but it may mean you’re paying for more than what you need. If you do move to Office 365, it’s a good idea to do a gut check every few months to see what parts are actually being used. You may be able to move some employees down to a cheaper plan to without losing functionality.