

# CASE STUDY

## NON-PROFIT ORGANIZATION

*How modern IT solutions help non-profit organizations grow and thrive.*



### BACKGROUND

When a major data center experienced a catastrophic crash of their Microsoft Exchange email service, thousands of users were impacted as they lost access to their mailboxes. Among those affected was a Pennsylvania non-profit organization that serves the medical community.

The Partnership for Quality Medical Donations (PQMD) develops and champions high standards in medical supply and service proceeds worldwide. PQMD members are regularly engaged in providing aid and support during times of disaster and humanitarian crisis. Many of the staff members work remotely and rely heavily on collaborative tools like email to stay in touch with members, donors, partners, and others in their work.

At the time, the organization did not have any IT support in place. The office manager being “tech-savvy” often took care of issues as they occurred. However, by this point they had become a bit overwhelmed with increasing day-to-day tech glitches. Not to mention stressing over a workaround remedy for their email outage. Almost one month passed since the major data center crash. While talking with a colleague from another organization also impacted by the same incident, the office manager learned about a solution and a service provider that could help.

PQMD reached out to  
*Fusion1 IT Solutions* for assistance.



## INITIAL ASSESSMENT

A meeting was arranged with the solutions architect and office manager to discuss options to expedite the recovery process. The organization was utilizing some traditional hosted collaboration tools and email services. Many of these were “stand-alone” or lack the benefits of integration.

## PREREQUISITES

Upon review, it was recommended that the organization take advantage of the Microsoft 365 Business suite, which provides many incentives for non-profit organizations. Fusion1 provisioned a new tenant for Microsoft 365 and began preparing services.

## THE STRATEGY

Fusion1 specialists contacted the data center’s technical team and worked with them to coordinate a speedy recovery of the organizations’ mailboxes. The mailboxes which could be migrated directly were done so, and those which could not were recreated manually and populated by importing the data files. *In less than one week*, the staff members got all their email and mailbox contents back with access to more modern productivity tools than before.

## MOVING FORWARD

The office manager expressed the need for ongoing IT support and explained that she would be leaving her position with the organization soon. A newly hired staff member would be coming to fill the office manager position. At that time, the staff members had a list of tech-related obstacles to work through which had been left unaddressed up to that point.

Through working with the staff to implement a modern digital workspace, some aging hardware was discovered to be a bottleneck affecting performance. Recommendations were provided for business grade workstations with sufficient resources. This would double, and even quadruple, the available hardware resources in each staff member’s workstation. Fusion1 procured a selection of business laptops and touchscreen convertibles, then migrated each staff member from their existing devices to their new corporate workstations.

24/7 proactive remote monitoring, detection and response services were implemented on all staff workstations. Staff members receive on-demand live phone and remote support by request anytime they need additional help. Overall, staff members can conduct their work more efficiently with modern tools and security. PQMD can further extend this confidence and security to benefit their members and partners.



*“Regaining access to our email so quickly meant that our disaster response and aid projects could continue without delay.”*



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