

CLIENT STORY

Nonprofit Makes Fast, Serious Gains with MicroAge Azure Consulting Services



THE CHALLENGE

A busy and understaffed IT Director was on a mission to accelerate his plans to fully virtualize the nonprofit organization's environment. With more than 100 employees in the U.S. and thousands of volunteers worldwide—it had partially implemented an Azure tenant directly with Microsoft and already engaged an IT consultant for support. However, the consultant was inexperienced in Azure environments. The IT Director had the impression that the consultant, once given a request, would search Google to learn "How to ..." instead of providing the needed deeper expertise.

Along the way, the IT Director also learned that the organization was shutting down its secondary office housing the organization's data center. The need to migrate was more urgent than ever and not wanting to have to end up with servers in his basement, he decided to reach out to MicroAge, a *Microsoft Gold partner*, for a 'one-stop-shop' solution.

THE SOLUTION

After meeting with MicroAge's Microsoft-certified experts, the IT Director chose to move the nonprofit's Azure subscription to MicroAge and engage MicroAge Azure Consulting Services. Onboarding the client included:



2-hour, in-depth infrastructure assessment and a 2-hour Azure IT Pro training, led by MicroAge Microsoft-certified experts



Migrating the organization's on-prem Active Directory to Azure Active Directory



Upgrading the nonprofit's Microsoft licensing from O365 E3 to M365 E5, providing numerous additional features, including Defender for Endpoint. E5 offers advanced analytics, including Power BI Pro, and will allow the organization to move to Teams Voice

THE BENEFITS

With MicroAge's Azure Consulting Services, the client was able to uncover more hands-on projects that could be better addressed via Azure. The best part for the client is that he was able to recoup the fee for the consulting session by applying it to the uncovered projects discovered as a result.

Usually, Microsoft assesses fees for transferring a tenant, but MicroAge was able to obtain Microsoft funding through one of its many partners to cover it—another major budgetary win.



The client was so impressed by MicroAge's knowledge and expertise, he signed on for its Platinum Service level for ongoing IT support

Now with 24x7x365 US-based support, MicroAge also actively implements their project list, monitors their environment, and license provisioning is now a breeze.