# A digital workplace
## for impactful humanitarian aid

**Client**
**International Orthodox Christian Charities (IOCC)**

**Industry**
**Nonprofit**

**Services**
**Digital Workplace: M365 tools implementation, Digital Workplace Adoption, Workplace Security**

**Country**
**United States; Baltimore, Maryland**

## IOCC strengthens collaboration and workplace security to serve people in need

International Orthodox Christian Charities (IOCC) is a US-based humanitarian nonprofit that provides emergency relief and development programmes to people in need around the world. With a growing presence and global reach, Executive Director and CEO Constantine Triantafilou knew the time was right to responsibly embrace digital transformation. But how?
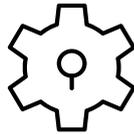
# The challenge

IOOC's goal was to use technology and innovation to enhance the nonprofit organisation's ability to fulfil its mission of serving people in need. Triantafilou explained, "With a lean staff, we were faced with the question of how to turn the corner with technology, both from a security perspective and in the way we communicate, collaborate and share files on a daily basis. How do we best bring IOCC into the modern age?"

The goals were three-fold:

**Security**
Protecting the institution from a cybersecurity perspective, especially in hostile global environments – from protecting donor data to securely deploying devices in the field.

**Internal Communications**
Shared learning across the institution – facilitating collaboration, rapid replication of successful programmes across markets, knowledge sharing between HQ and field sites.

**Programmatic Impact**
Facilitating field data collection – how many beneficiaries, impact of programmes, telling the story, and measuring impact.

As IOCC is heavily invested in the Microsoft ecosystem, the leadership team approached Microsoft Tech for Social Impact (Microsoft TSI) and asked for a partner to help them with their digital transformation. Microsoft TSI recommended SoftwareOne, one of the first global partners to achieve Microsoft Adoption and Change Management Advanced Specialisation status, with a dedicated SoftwareOne Impact team.
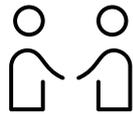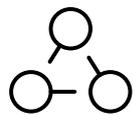
# The solution

The depth of the SoftwareOne Impact team and the level of detail in the proposal process gave IOCC confidence that they would achieve their goals quickly.

SoftwareOne worked closely with administrative leaders and boots on the ground to comprehensively analyse IOCC's needs and priorities. The SoftwareOne Impact team then executed this multi-phased design by deploying Microsoft Digital Workplace tools and workloads to achieve the identified objectives. SoftwareOne provided professional implementation services for the Microsoft 365 productivity suite:
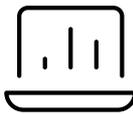
**Microsoft Teams**
Microsoft Teams was used to unify all communications, conferencing, and collaboration between office and field staff.

**SharePoint Online**
SharePoint on-premises was migrated to SharePoint online and optimised to meet IOCC's specific file sharing and collaboration needs.

**Intune**
Intune was deployed to manage all of IOCC's corporate devices, users, and Microsoft applications, bringing an additional layer of security and administration to IOCC's vast device and application infrastructure.

SoftwareOne provided adoption and change management services to ensure that technology updates did not disrupt the business, but empowered employees to do more. And with SoftwareOne's help, IOCC leveraged Microsoft's donated Microsoft Office 365 Business Premium licences and discounted nonprofit licences to provide financial assistance.

## The outcome

In the midst of the full roll-out of the newly implemented technology, war broke out in Ukraine, causing massive displacement as refugees fled the country. IOCC stepped in, working with partners on the ground in Romania and Moldova to help refugees arriving from Ukraine.

Thanks to the implementation of Microsoft solutions and Digital Workplace Adoption services from SoftwareOne, IOCC staff were able to:

- Collaborate and coordinate across countries and time zones far more efficiently than before.

- Improve device security, allowing the team to work in the field with less risk of cyber-attack.

- Begin to capture and communicate the full impact of IOCC programmes in terms of beneficiaries, as IOCC works towards a fundraising goal of USD 1 million to fund these activities.

**"**

With SoftwareOne, our data is more secure than ever, and my team can talk and work together across countries and time zones. With our new collaboration tools, we have been able to mobilise more quickly around the world, especially in crisis areas. Right now, this means that our new digital collaboration tools are supporting our work in and around Ukraine. We are so grateful for the vision, support and guidance of the SoftwareOne team.

**"**

Constantine Triantafilou,
Executive Director and CEO, IOCC

# CONTACT US TODAY

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