

Concern



Reliable tech helps combat poverty

With thousands of employees spread out on four continents, Concern helps the world's most at-risk populations climb out of poverty.

Yet a "convoluted, highly accident prone infrastructure" tripped them up daily, sucked employees' time and posed a logistical quagmire in the field. "Now it's night and day," Barry Roche, head of operations, says. The nonprofit can now

- ✓ work smoothly for thousands less,
- ✓ react to crises within minutes,
- ✓ cut email and phone call back-and-forth,
- ✓ build a database for employee education, and
- ✓ scale up IT solutions without a hitch.



Roche credits the "robustness and reliability" of Office 365 for helping clear the way for Concern to concentrate on its mission: helping the neediest among us.



"We can approach (any project) with 100 percent confidence because we know it's going to work every time."

Bernard Gaughan, Head of ICT



Technology that just works

Eliminating help desk backlogs

Just fixing the constant bugs with the nonprofit's old email system generated a constant stream of help requests; replacing it with **cloud-based Microsoft Exchange** frees up the time of one or two salary positions, saving the organization at least €120,000 a year, Roche estimates.

When untold numbers of people worldwide are desperate for assistance, system failures that cause delays are simply unacceptable. Office 365 has removed the IT obstacles that slowed down Concern's work getting people the most basic of care. "In terms of reliability, we're looking at a system that was down periodically, and one now that has uptime that is unparalleled," reflects Roche.

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