

Office 365 Nonprofit

SOS Children's Villages Vietnam moved to the cloud with the full Office 365 suite, empowering its staff to deliver more efficient services

SOS Children's Villages Vietnam aims to provide at-risk children in the country with loving homes. It works closely with local agencies to support children at risk of losing parental care through services such as counseling, health advice and financial aid, and helps families in difficult circumstances provide for their children and their educational needs.

The old system

Operating in 17 villages and over 20 schools, youth facilities and organizations in Vietnam, email communications is the primary means for SOS staff to work and share information. As its scope of services grew, the nonprofit's legacy server was running close to full capacity. The limited bandwidth greatly impacted productivity, as each staff member was allocated only 100MB of email capacity, which meant that they had to constantly spend time archiving and deleting older emails.

Tran Tuan Anh, ICT Coordinator at SOS Children's Villages Vietnam, said, "Another challenge we faced was the lack of collaboration tools to support our staff who are working primarily in the field. We needed to explore new solutions that can achieve seamless communications between our staff—whether they are in the offices, or operating in the field."

The new system

Through Microsoft "A Cloud for Global Good" program, SOS migrated its 200 staff in Vietnam to the Office 365 platform without having to undergo an expensive overhaul of its existing IT infrastructure, or a complicated on-boarding process.

Besides addressing the limitations of its on premise email system, Office 365 enables SOS staff to store, share and access work files easily via cloud-based programs such as SharePoint Online and OneDrive. Collaboration tools such as Skype for Business have further transformed how the SOS team works and communicates on a daily basis. With Office 365, SOS Children's Villages can now:

- Equip its staff with cloud-based tools to boost work efficiency
- Lower costs associated with IT infrastructure and telecommunications
- Improve its external communications channels to better engage donors

Solutions used:



SOS Children's Villages International refreshed its communications with Office 365, enabling them to:



Improve operational efficiency by 20%



Achieve 30% savings on telecommunications expenditure



Build stronger relationships with donors

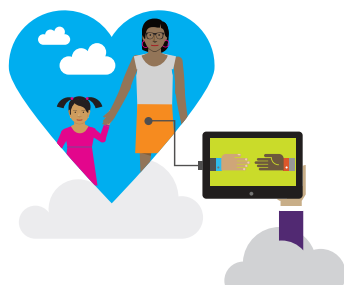
"Migrating to Office 365 is part of a regional initiative that aims to provide a central communication and collaboration platform for all our internal and external stakeholders. Over 2,000 users around Asia are now using Office 365, and it has helped improve individual work performance and enhance the management of our IT resources at an organizational level."

- Tran Tuan Anh, ICT Coordinator of SOS Children's Villages Vietnam



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Benefits from the new system



Taking work productivity to the next level

Office 365 was the ideal solution for SOS to keep up with its expanding operations. With Outlook, SOS staff are no longer restricted by server capacity, and can now send emails freely, attach larger files, and keep better records of all of their internal and external communications.

Staff collaboration was also enhanced through tools such as OneDrive. SOS staff in disparate locations are able to work on a single document at the same time, allowing them to update information about cases more frequently, and create reports more quickly.

By dint of the significant time saved in daily operational processes, SOS has seen a 20 percent improvement in work efficiency following the Office 365 implementation. The resources saved are put towards delivering faster services to their beneficiaries.

Tran said, "Migrating to Office 365 is part of a regional initiative that aims to provide a central communication and collaboration platform for all our internal and external stakeholders. Over 2,000 users around Asia are now using Office 365, and it has helped improve individual work performance and enhance the management of our IT resources at an organizational level."

Significant savings in infrastructure and telecommunication costs

Making the shift to Office 365 resulted in substantial cost savings for the nonprofit, starting with lowered IT infrastructure and maintenance costs. Freed from having to maintain a dedicated email server to support its operations, the cloud deployment allowed SOS to stretch its IT budget and scale resources based on changing workload requirements.

The Office 365 subscription also means SOS no longer needs to incur additional costs for its collaboration needs. Skype for Business is now the main mode of communications for SOS staff, who are using it to conduct meetings and even virtual training sessions. Tran estimates that as a result of the implementation, SOS's telecommunications and travel expenditure has been reduced by as much as 30 percent.



Cloud as a key enabler for building stronger relationships with donors

Equipped with the productivity and collaboration features of Office 365, SOS staff are now empowered to work more efficiently and reach out to more at-risk children in Vietnam. Now, the nonprofit is turning to the cloud to foster deeper engagement with their external stakeholders. Leveraging Skype for Business, SOS communicates more frequently with its donors and child sponsors, updating them about the progress of the children's development.

"By sharing these stories about how our programs are making a difference to the lives of children, we hope to encourage more donors to contribute to our cause. Cloud technology can be a key enabler of enhancing our relationship with our donors," Tran concluded.



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