



How a Social Enterprise embraced cloud automation: The global nonprofit that's redefining what it means to be a CSP business





SUMMARY

For more than 30 years, this global nonprofit has progressively leveraged its technical expertise to help over 1.2 million NGOs, spread across 200 countries, increase their use of technology to create social impact. A key focus today is being a direct CSP for Microsoft's nonprofit offerings, in which it helps customers understand their cloud-based options, select the best licenses, and use solutions effectively. The ability to deploy this program successfully required a time-saving platform capable of handling a diverse collection of global subsidiaries and partners. The interworks.cloud platform offered an ideal fit – going from decision stage to live in three months. The platform enabled the organization to create country-specific tenants, to automate ordering and provisioning, and to integrate the platform with existing solutions like Zendesk. 70% of customers are now licensed through self-service, saving time and money. Subscription support has been automated, and the costs of entry and ongoing customer support have significantly decreased.

ABOUT

This global nonprofit was founded in 1987 in San Francisco. The organization's initial focus was to provide regional technical support and mentoring to other nonprofits and schools. Around 2001, the organization made the decision to broaden its reach and leverage its expertise to help the vast numbers of organizations beginning to better use technology to create social impact. Specifically, it wanted to ensure that nonprofit organizations had access to the knowledge and resources that could help them use mission-critical, high-tech resources in the same way as leading commercial players. By 2019, with a nonprofit workforce of about 250, the organization was serving over 200 countries and 1.2 million NGOs in locations as far as Colombia, Hong Kong, Kenya, and Poland. Today, a key part of their work as a direct CSP focuses on Microsoft's nonprofit offerings. The organization provides its customers with end-to-end support in this area, enabling organizations to understand their technology options, select the licenses that best meet their needs and budget, and deploy and use their chosen solutions effectively.



But, above all, there was a need to save time, by providing customers with a self-service portal – freeing its team to focus on vital high added-value activities instead.

OBJECTIVES

- ✓ To identify a global solution capable of serving multiple geographies and payment gateways
- ✓ To offer clients self-service provisioning and management
- ✓ To reduce transaction and billing costs
- ✓ To ensure scalability, by selecting a solution that can grow as the organization grows

BUSINESS CHALLENGE

The organization is now the largest in its sector. While an impressive achievement, this “global pole position” brings serious challenges. With 24 country tenants, there was a need to identify a platform capable of supporting a diversity of subsidiaries and partners across the world. In addition, any solution would have to incorporate a wide range of languages and enable the seamless management of tenants from a single database. But, above all, there was a need to save time, by providing customers with a self-service portal – freeing its team to focus on vital high added-value activities instead.



SOLUTION

After a careful market assessment, this tech nonprofit's experts identified the interworks.cloud platform as the best fit to meet their specific, global – and ambitious – objectives. Things moved rapidly thereafter. The new platform went from the decision stage to live in the space of three months and has now successfully supported reselling of cloud solutions since early 2018. Full use has been made of the rich functionality, especially the ability to create country-specific tenants and automate ordering and provisioning. The interworks.cloud focus on integrations has been key. Using the platform's built-in Zendesk connector to push tickets submitted via Marketplace to its established ticketing system. All tenants have created unique, customized marketplaces. Most are using the credit card payment functionality, which enables them to accept payments across a wide range of gateways, like Authorize.net, Stripe, and PayU. What's more, the interworks.cloud platform's multi-tenancy capability means that all these tenants can be managed effectively from the same place.

RESULTS

This global nonprofit has found interworks.cloud's solution to be "flexible and collaborative." Choosing it has enabled the organization to rapidly deploy new provisioning and billing capabilities across the world to serve over 150 countries and 10,000 customers. The platform has fully met the business challenge, with clear results:



70% of customers now obtain their licenses through self-service – freeing team members to concentrate on high-value tasks, reducing support costs, and increasing productivity.



Subscription support has been automated, saving even more time



Costs of entry and ongoing customer support are permanently lower

We just wouldn't have been able to build up our CSP program so easily without the interworks.cloud platform. It's a solution that has provided the perfect blend of global scale, flexibility, and self-service options. Working with interworks.cloud meant we could rapidly deploy our new capability to serve stakeholders across more than 150 countries.

The global nonprofit's Director of Corporate Relationships



We know how to lead you
to your cloud business success!

COMPANY HEADQUARTERS

8 I. Gogousi St.
Thessaloniki, GR-564 29
Greece

Tel: +30 231 068 8186
Fax: +30 231 068 8184
Email: info@interworks.cloud

THESSALONIKI BRANCH OFFICES

7 Chalkis St.
Pylaia, 555 35, Thessaloniki
Greece

Tel: +30 231 068 8186
Fax: +30 231 068 8184
Email: info@interworks.cloud

ATHENS BRANCH OFFICES

9 Menelaou St.
Maroussi Attiki, 151 24
Greece

Tel: +30 210 684 9252
Sales: 801 100 2021
Email: sales@interworks.cloud

UK REGIONAL OFFICES

12 Gateway Mews
Bounds Green
London N11 2UT
United Kingdom

Tel: +44 207 193 5232
Email: sales@interworks.cloud

NORTH AMERICAN REGIONAL OFFICES

6075 California Ave. SW
Seattle, WA 98136
USA

Email: sales@interworks.cloud

GERMANY REGIONAL OFFICES

Hammfelddamm 7
41460 Neuss
Germany

Tel: +49 2131 740 580
Email: sales@go2azure.eu