



## SOLUTIONS & SUCCESS

### THE INSIDE STORY

**Company & Location**  
**Industry**

Big Shoulders Fund, Chicago  
Nonprofit



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# Outsource IT Solutions Group Helps Nonprofit Migrate To Microsoft 365 During Pandemic

Big Shoulders Fund provides financial support to help working-class families attend Catholic schools in Chicago's inner city communities. For over 10 years they have been a client of Outsource IT Solutions Group, throughout which we have helped Big Shoulders Fund upgrade systems, avoid common IT problems, and solve issues when they occur.

## We Deliver Quality IT Support Clients Require

Before becoming a client, Big Shoulders Fund went through a few different IT support arrangements, none of which met their needs and all of which fell short of expectations.

"We had to find a way to be functional," says John Moran, Director, Patrons Program, Big Shoulders Fund. "Hoping everything would work wasn't sustainable for us – we had to find a partner we could trust."

Beyond the quality and availability of day-to-day IT support, staff at Big Shoulders Fund knew they needed to get their IT systems updated too. All of this meant that they needed an IT partner they could rely on.

"We got to the point where we had to make some system changes based on the age of our software and hardware at that point," says John. "It's not like we could take a step back and take a year to evaluate different options."

Fortunately, a member of their organization was already familiar with Outsource IT Solutions Group through a connection with another local Outsource client.

"Our now-CEO had worked with Outsource, so we engaged with them at that point," says John. "That client had done a competitive bid process and found them to be very reliable and cost-effective, so we went with their assessment."





## We Managed Their Microsoft 365 Migration While Working Remotely

Near the start of 2020, Big Shoulders Fund was considering moving their data to a cloud-based Microsoft 365 environment. "We had reached the point where our internal exchange server, both software and hardware had grown very long in the tooth, and we needed to make some sort of change," says John. "In order to simplify our tech environment, OSG had worked with us to put together a project to move us to Microsoft 365. Near the start of 2020, Big Shoulders Fund was considering moving their data to a cloud-based Microsoft 365 environment."

Unfortunately, the migration to Microsoft 365 can often be complicated and risky. An improperly managed migration can result in a range of negative consequences:

- During the transition, the business could permanently lose key data with no backup or redundancies to replace it.
- The migration, already expensive, could take longer than expected and add additional downtime to the staff's work life.
- Once it is finally installed and launched, the platform is overly complicated and difficult to learn, leading to more downtime for the staff.

Even worse, by the time Big Shoulders was ready to migrate, everyone was working from home due to the COVID-19 pandemic. Mismanaging the migration would be even more critical, as it could leave Big Shoulders' staff without access to email and storage at an incredibly critical time. Fortunately, Outsource IT Solutions Group had already pre-staged the email migration, and carried out the remainder of the process without incident.

"We made the call to do it, even though we were off-site during the pandemic, because we had to make a change," says John. "Outsource had set it up so that the Exchange was already set up in the cloud, so they had minimized the risk of the migration. They said it was low-risk and it worked out to be low-risk."



*When we need IT support, they do everything they can to provide the support we need. We've been a satisfied OSG customer for upwards of 10 years."*

**- John Moran, Big Shoulders Fund**



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