

Insight supports Procura with a flexible collaboration model and tackles licensing issues in Office 365.

Technology is very important for a non-profit organisation owing to the many internal and external connections. For the Office 365 rollout, the small IT team called upon the expertise of Insight to find a solution to the challenges this brought.

The Challenge

One of the challenges is to organise IT solutions that can be deployed easily within the complexity of the organisation. The list below is not exhaustive, but the members app of partner Pasar vzw/asbl, for example, is linked to one of the various internal databases, but also to a magazine and an external connection for the distribution of the magazine. Procura also manages the accounts of 36 different non-profit organisations belonging to the Groep Beweging.net network. Another example: the women's section, Femma, often has local activities in which the volunteers who are active in the local departments can book a teacher themselves in the system. Or the recent request from partner Wereldsolidariteit to accommodate 16 external people in a collaboration tool with its own staff for shared documents and agendas. Or the editorial team of Visie, which produces the Groep Beweging.net magazine with the same name, cooperating with various partners who may or may not be part of the central IT infrastructure. Or the non-profit organisation Kompas Camping with specific accounting software and automated gate technology working seamlessly with other tools.

So Procura was in search of a flexible, centrally managed collaboration tool; one of the biggest obstacles being the license issue. 'As a non-profit organisation, you can benefit from "social licenses", known as socialware. In an on-premises environment you can legally combine this with ordinary profiles without too many problems. But with the arrival of cloud applications, Office 365 and flexible working (any time, anywhere, any device), this model was called into question', says Rudi Schils, head of ICT at Beweging vzw/asbl. So Procura was looking for a solution in which both



Quick Overview

Procura vzw/asbl is responsible for providing non-commercial IT services to several non-profit partners belonging to the Groep Beweging.net network.

The specific feature of this non-profit organisation is that the various parties involved each have different objectives and therefore their own expectations in terms of IT.

On premises, they worked with what are known as socialware licences combined with volume licences. When the transition was made to a more flexible collaboration tool, a solution had to be found for the license issue in Office 365.

This came from Insight.

Client: Procura vzw/asbl, part of Beweging vzw/asbl

Size: 280 users

"The license issue can be best compared to a car - you can own two cars. and in that case, you also need two insurance policies. But everyone knows that you only need one driving licence. Insight applied this logic to our mix of licenses with socialware and ordinary licences."

Rudi Schils, head of ICT at Beweging vzw/asbl

profiles could also work together in a cloud environment without the cost rising exponentially. To give you an idea: a non-profit E3 profile costs about 1/5 less than a 'commercial' E3 profile.

The Solution

Procura vzw/asbl had a lot of contact with Microsoft, but early in 2019 it became clear that by implementing Office 365 and possibly abandoning all socialware, the total cost price for Procura would increase fivefold. Various partners were contacted to find a solution to this problem. Rudi Schils: 'Eventually, Insight was the only partner who found a solution by thinking outside the box. Insight suggested starting from non-profit and placing all profit profiles under this', managed entirely by Procura vzw/asbl.

The implementation was carried out in three phases. In the first phase (spring 2019) the entire network was adapted internally and prepared for the switch to Office 365. The second phase saw (June) further preparations being made together with the Insight consultants. Finally, at the end of August, the implementation process began and Insight prepared everything for the switch to a hybrid environment. After all, some parts

"As a smaller IT organisation, you can't manage all aspects in detail so the expertise and advice of Insight is very welcome."

Rudi Schils, head of ICT at Beweging vzw/asbl.

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still remain on premises. Procura decided to extend the period of time in which that could be accomplished. The additional time was used to provide important internal training for in-house staff.

At this point, the migration was completed non-profit by non-profit. 'It takes a lot of organisation. The biggest difficulty is making the appointments for staff to bring in their laptops for the necessary upgrades. With a limited IT department, you can work in a general way and stay sufficiently informed to manage everything, but we have to source the in-depth knowledge externally. For example, security, or in this case the expertise of Insight to help us with this Office 365 project', Rudi Schils explains.

The Benefits

The switch to the full Office 365 package (including SharePoint, Microsoft Teams and later on other applications from the package) is a solution for the various partners of Beweging vzw/asbl to provide the necessary documents for the many volunteers. With the new solution they can work together in the tool and share the documents there. Another advantage is that the collaboration tool can be set up flexibly to meet the various needs of the different partners.

This solution also has technological benefits for the IT team. 'We expect to save time compared to the old, virtual environment. What's more, the collaboration with Insight has the advantage that Insight optimises the license management for us and also pays a lot of attention to training users', Rudi Schils concludes.

The Results Highlights

				
Expertise: Insight not only has the know-how, but was also available to train IT staff internally.	License management: Insight found a solution for the complex combination of socialware and ordinary licences in an Office 365 environment.	Contributing ideas: Insight reflects on the client's situation alongside the client.	Cooperation: Procura and all of the partners in Beweging vzw/asbl can now easily exchange documents in the secure Office 365 environment.	Fast migration: Insight drew up a clear roadmap ensuring a smooth and fast migration to Office 365.