APEX DIGITAL SOLUTIONS

Microsoft Solutions Partner

FORGOTTEN HARVEST

MICROSOFT 365 & INFRASTRUCTURE ASSESSMENT SUCCESS STORY

FORGOTTEN HARVEST



ABOUT THE ORGANIZATION

Forgotten Harvest is one of Michigan's most impactful hunger-relief organizations, rescuing surplus food from grocery stores, restaurants, farms, and wholesalers and redistributing it free of charge across Metro Detroit. In 2025, Forgotten Harvest distributed more than 46.8 million pounds of food—nearly 39 million meals—to 200 partner agency sites across Macomb, Oakland, and Wayne Counties.

THE CHALLENGE

Like many nonprofits, Forgotten Harvest had made meaningful technology investments over time across Microsoft 365, infrastructure, and security, but lacked a clear, comprehensive view of how those systems were performing and what to prioritize next. As operational demands grew, leadership needed independent validation that existing investments were being used effectively and that important risks were not being overlooked.

Forgotten Harvest was awarded an Apex Digital Technology Empowerment Grant, which included $25,000 of in-kind services for a Microsoft 365 and infrastructure assessment.



WHAT WE ASSESSED

Apex Digital delivered a comprehensive assessment focused on clarity, prioritization, and long-term maintainability across an environment of roughly 125 users, 125 laptops and desktops, 6 servers, 1 firewall, and 32 switches and wireless access points, including review of:

- Microsoft 365 licensing alignment.
- Identity and access best practices (Entra ID, multifactor authentication, conditional access).
- Device management readiness with Microsoft Intune.
- Security and governance (Microsoft Defender, Microsoft Purview, security awareness).
- Backup and recovery readiness.
- Network, server, and phone system infrastructure.
- AI readiness for Microsoft 365 Copilot.

MICROSOFT 365 TOOLS REVIEWED DURING THE ASSESSMENT

Microsoft Entra ID
(identity and access)

Microsoft Intune
(endpoint and device management)

Microsoft Defender
(security best practices)

Microsoft Purview
(compliance and data protection)

Microsoft 365

Microsoft 365 Apps
and core collaboration workloads (Teams, Exchange Online, SharePoint, OneDrive)

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TOP FINDINGS

- Opportunities to better align Microsoft 365 licensing and configuration so the environment is easier to manage consistently.
- A prioritized roadmap structured across immediate, mid-term, and long-term initiatives tied to operational goals.
- Identity and access improvements across Entra ID, conditional access, and multifactor authentication.
- Device management best practices with Microsoft Intune, a tool that was already owned but not in use.
- Readiness planning to strengthen backup and recovery for Microsoft 365 data.
- A stronger governance and data-protection foundation to support future AI adoption with Microsoft 365 Copilot.

FORGOTTEN HARVEST IS NOW BETTER POSITIONED TO STRENGTHEN SECURITY AND PLAN ITS NEXT PHASE OF MODERNIZATION.



KEY OUTCOMES

- ☑ A clearer set of priorities to guide what to address first, what can wait, and how to sequence improvements over time.
- ☑ A more secure, better-governed environment that frees internal resources to focus on the mission.
- ☑ Stronger continuity planning through clearer backup and recovery expectations for Microsoft 365 data.
- ☑ A stronger foundation for future analytics, automation, and AI adoption.



"Receiving the Technology Empowerment Grant gave us the opportunity to step back and evaluate our environment more strategically than we otherwise could have. The assessment helped us better understand where modernization efforts can create the greatest operational impact and how technology can continue supporting our mission as we grow to meet the needs of our community."

— Steve Christenson, Director of IT Operations and Service Delivery, Forgotten Harvest



SEE WHAT A MICROSOFT 365 AND INFRASTRUCTURE ASSESSMENT COULD LOOK LIKE FOR YOU.

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