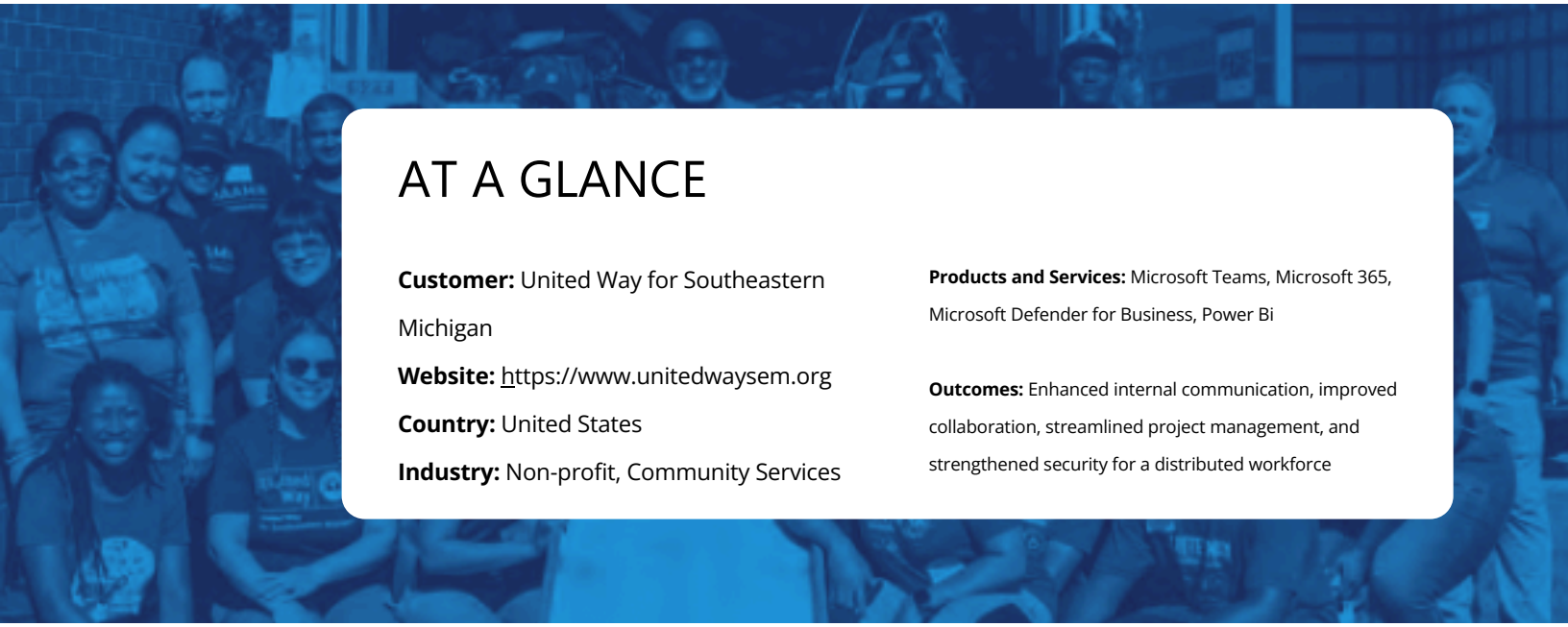
United Way for Southeastern Michigan advances its mission with a more secure and collaborative workforce using Microsoft 365

United Way for Southeastern Michigan, a leading nonprofit organization, is dedicated to creating positive change by uplifting Michigan residents. With a focus on combating systemic racism, investing in education, and supporting basic needs, United Way serves as a funder, advocate, and mobilizer in the community.

Operating across four counties with a diverse network of partners, donors, advocates, and volunteers, United Way needed a robust communication solution that could support its hybrid workforce. The organization's existing mix of tools created inefficiencies and security risks, making it clear that a more integrated, secure platform was necessary to fulfill its mission effectively.

Faced with these challenges, United Way for Southeastern Michigan turned to Apex Digital Solutions and Microsoft 365 to streamline operations, enhance security, and improve service delivery. The implementation of Microsoft Teams and Microsoft Defender for Business provided the organization with the tools needed to stay connected, collaborate efficiently, and protect sensitive data in a distributed work environment.

This case study explores how Apex Digital Solutions and Microsoft 365 helped United Way for Southeastern Michigan overcome these challenges, resulting in a more connected, efficient, and secure organization.



AT A GLANCE

Customer: United Way for Southeastern Michigan

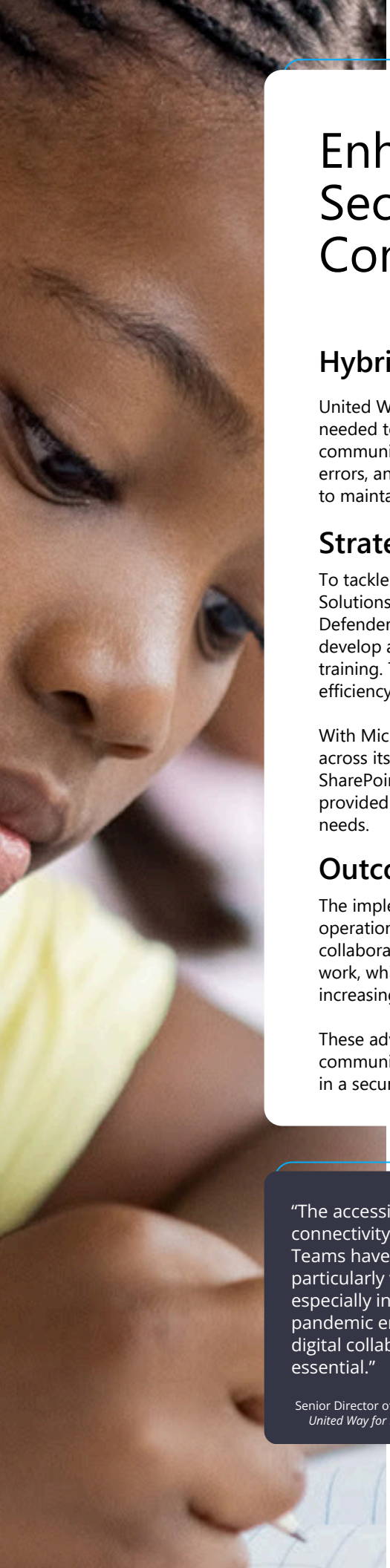
Website: https://www.unitedwaysem.org

Country: United States

Industry: Non-profit, Community Services

Products and Services: Microsoft Teams, Microsoft 365, Microsoft Defender for Business, Power Bi

Outcomes: Enhanced internal communication, improved collaboration, streamlined project management, and strengthened security for a distributed workforce



Enhancing Communication and Security with Microsoft 365 for Community Services Organization

Hybrid Workforce Challenges Faced by UWSEM

United Way for Southeastern Michigan, a critical resource for communities across the state, needed to address the challenges of managing a hybrid workforce and ensuring secure communication. With employees using a variety of tools, the organization faced inefficiencies, errors, and security risks. The decentralized approach to information sharing also made it difficult to maintain data integrity and protect sensitive information in a remote work environment.

Strategic Implementation of Microsoft 365 Solutions

To tackle these challenges, United Way for Southeastern Michigan partnered with Apex Digital Solutions to implement Microsoft 365, including Microsoft Teams for collaboration and Microsoft Defender for Business for security. Apex Digital Solutions worked closely with United Way to develop a technology roadmap, migrate existing systems, and provide ongoing support and training. This strategic approach ensured a smooth transition to a unified platform that improved efficiency and security.

With Microsoft Teams, the organization was able to streamline communication and collaboration across its internal employees, external partners, and the community. Microsoft Planner and SharePoint further enhanced project management and document sharing, while Power BI provided advanced insights into data, enabling the organization to respond quickly to community needs.

Outcomes and Results

The implementation of Microsoft 365 transformed United Way for Southeastern Michigan's operations. The organization achieved greater efficiency by consolidating communication and collaboration tools into a single platform. Microsoft Teams enabled seamless remote and hybrid work, while Defender for Business significantly improved the organization's security posture, increasing its security score from the low 140s to 803 out of 900.

These advancements have empowered United Way for Southeastern Michigan to better serve its community, ensuring that its mission to uplift and support Michigan residents continues to thrive in a secure and efficient manner.

"The accessibility and connectivity of Microsoft Teams have been particularly valuable, especially in the post-pandemic era where digital collaboration is essential."

Sue McGuire
Senior Director of Information Services
United Way for Southeastern Michigan

"Thanks to Defender for Business, we can focus on our core mission, knowing that our data is protected by a reliable and comprehensive security solution. "

Sue McGuire
Senior Director of Information Services
United Way for Southeastern Michigan

"Making full use of the Microsoft ecosystem has helped us build credibility and relentlessly pursue our mission of helping people across Michigan."

Sue McGuire
Senior Director of Information Services
United Way for Southeastern Michigan