

CASE STUDY · NON-PROFIT ORGANIZATION

How modern IT helps non-profit organizations grow and thrive

After a data-center crash cut off their email for nearly a month, PQMD turned to Fusion1. Every mailbox was back in under a week, on a modern, secure workspace built for a remote team.

PQMD
Partnership for Quality Medical Donations

AT A GLANCE

CLIENT
Partnership for Quality Medical Donations (PQMD)

INDUSTRY
Non-profit · Medical aid

LOCATION
Pennsylvania

TEAM
Largely remote staff

SERVICES

- Email recovery
- Microsoft 365
- Hardware refresh
- 24/7 monitoring & response
- On-demand help desk

BACKGROUND

The challenge

When a major data center's hosted Microsoft Exchange service crashed, thousands of users lost access to their mailboxes. One of them was the **Partnership for Quality Medical Donations (PQMD)**, a Pennsylvania non-profit that develops and champions high standards in medical supply and service practices worldwide.

PQMD members provide aid and support during disasters and humanitarian crises. Much of the staff works remotely and relies on email to stay in touch with members, donors and partners, so losing it disrupted the whole organization.

There was no IT support in place. A tech-savvy office manager handled problems as they came up, but she was already stretched by a growing list of day-to-day glitches. Nearly a month into the outage, a colleague at another affected organization told her about a provider that could help.

→ **PQMD reached out to Fusion1 IT Solutions for assistance.**

<1 week
to restore every mailbox after a month-long outage

2–4×
more computing resources in each staff workstation

24/7
proactive monitoring, detection & response

OUR APPROACH

How Fusion1 helped

01

Initial assessment

Our solutions architect met with the office manager to find the fastest route to recovery. PQMD was relying on a mix of traditional hosted collaboration tools and email services, many of them stand-alone and none of them integrated.

02

The plan

We recommended the Microsoft 365 Business suite, which offers significant incentives for non-profit organizations. Fusion1 provisioned a new Microsoft 365 tenant and began preparing services right away.

03

The solution

Fusion1 specialists worked directly with the data center's technical team to coordinate recovery. Mailboxes that could be migrated were moved directly; the rest were recreated and populated by importing the recovered data files. **In less than one week**, every staff member had their email and mailbox contents back, with more modern productivity tools than before.

04

Moving forward

With the office manager preparing to leave, PQMD needed reliable ongoing support for her successor and a backlog of unresolved tech issues. While building the new digital workspace, we found that aging hardware was slowing everyone down. Fusion1 procured business-grade laptops and touchscreen convertibles, which doubled and in some cases quadrupled each workstation's resources, and migrated every staff member to their new device.

> “Regaining access to our email so quickly meant that our disaster response and aid projects could continue without delay.
>
> **Sarah Shackelford**
> Office Manager, PQMD

THE RESULTS

- Email and full mailbox contents restored in under a week
- An integrated Microsoft 365 workspace replaced stand-alone tools
- Business-grade workstations with 2–4× the resources
- 24/7 monitoring, detection and response on every workstation
- Live phone and remote support whenever staff need it

Staff now work more efficiently with modern tools and security, and PQMD can extend that same confidence to its members and partners.

Ready to see what modern IT can do for your organization?

FUSION1

CALL / TEXT
814-499-2119

ONLINE
fusion1it.com

TOLL-FREE
888-279-9776