



Microsoft solutions empower small nonprofits

Organizations share their stories



See how small nonprofits use technology to deliver mission impact

Microsoft technology helps small nonprofits accelerate mission outcomes by fostering collaboration, increasing security, and streamlining operations.

Here are just a few of their stories.





With real-time information in Dynamics 365, we immediately see trends with our revenue and customers, and we can act quickly if there's any kind of service disruption.

Linda Gabor, Executive Vice President of External Relations, Call2Recycle



Call2Recycle increases organizational efficiency and powers more data-driven operations with Business Central

Call2Recycle serves consumers and more than 200 battery and battery-powered product companies to help keep batteries out of landfills. To steward these materials and support its sustainability mission, the organization needed to find a unified ERP and CRM tool to tightly manage and track all aspects of its operations. The nonprofit turned to Microsoft Dynamics 365 Business Central and Microsoft Power Platform to connect employees and processes across the organization.

Key challenges

- Replacing a 15-year-old ERP tool that created siloed data stores and could no longer keep pace with its dramatic growth.
- Identifying an ERP tool that supports reverse logistics—taking in goods, rather than producing them.
- Finding an off-the shelf, integrated, user-friendly ERP and CRM solution that met its needs.

Solutions

The nonprofit's search for a combined ERP and customer relationship management (CRM) solution led it to implementing Microsoft Dynamics 365 Business Central, which provides small and midsize businesses with comprehensive capabilities and integration potential. It also adopted Dynamics 365 Sales to manage its end-to-end sales processes. All Call2Recycle employees use Dynamics 365 across operations, finance, services, sales, and more.

The nonprofit also turned to [Microsoft Power Platform](#) to extend its Dynamics 365 environment. It uses [Power BI](#) to visualize data and gain advanced analytics, and relies on [Power Automate](#) and [Power Apps](#) to connect data sources and quickly build and automate workflows.

For example, Call2Recycle uses Power Automate to update how collection site customers interact with its e-bike battery recycling program. Customers sign up on the website and complete a training session, which triggers various workflows to automatically set up customers and create their first orders.

To build out this comprehensive solution, Call2Recycle worked closely with partner EFOQUS, an expert in deploying Dynamics 365 solutions.

Key benefits

- Centralized, real-time data enables staff to immediately see trends and quickly respond to customer needs or operational hiccups.
- Streamlined automated processes save about 30 hours per month on invoicing and banking activities.
- Saved about \$25,000 in annual fees, licenses, and hardware support.
- Attracted new customers with processes that meet increasing demand for battery traceability and trackability.



View the full case study [here](#)

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All the Microsoft tools automatically work with the Microsoft Surface. I use Microsoft Teams to manage my team. It allows people who traditionally wouldn't have that ability to collaborate to work from home – now they can.

Raj Jeyaraj, Head of Operations,
Inclusion Scotland



Raising awareness that people with disabilities can do so much more with Microsoft

Inclusion Scotland is an organization run *by* people with disabilities *for* people with disabilities. It is founded on the social model of disability: that we are disabled by the barriers we face rather than our impairments themselves. Using this model, the nonprofit works to achieve positive changes to policy and practice, so that people with disabilities are fully included throughout all Scottish society as equal citizens. It uses Microsoft productivity and Office tools on Microsoft Surface devices to support flexible working, inclusion, and collaboration.

Key challenges

- Providing workers with an easily transportable mobile device that offers a long battery life.
- Adapting the user interface to address impairments in vision, hearing, and more.

Solutions

Inclusion Scotland chose to provide its staff with Microsoft Surface devices because of their lightweight form factor and long battery life. This makes it easy for the nonprofit's workers to take their work with them wherever they need to go. Accessibility tools allow users to adjust contrast, magnify screens and pointer size, turn on closed captions, and much more so those with impaired vision or hearing can work more efficiently. The nonprofit also uses Office 365 and Microsoft Teams to support collaboration among remote workers.

Key benefits

- Enhanced the user experience and efficiency of its workers who have visual, hearing, and other impairments.
- Improved the ability of its workers to collaborate while working remotely.
- Helped to create a more inclusive organization.



View the full case study [here](#)



We save a lot of time because we're not chasing down ways to connect disparate technologies. The streamlined nature of the Azure stack brings a lot of benefit to a small team like ours.

Matt Morrissette, Director of Technology,
Wildlife Protection Solutions



Wildlife Protection Solutions helps protect the wildest places with Microsoft AI for Earth

Wildlife Protection Solutions (WPS) provides monitoring technology to conservation groups challenged with protecting endangered species. Conservationists use remote cameras to gather image data about the status of the species they protect, which produces an overwhelming volume of images that must be analyzed before action can be taken. WPS overcomes this barrier in collaboration with Microsoft AI for Earth, supported by Azure technologies, making it possible to initiate meaningful actions to help endangered species from thousands of miles away.

Key challenges

- Monitoring vulnerable animal populations around the globe to help protect against poaching, loss of habitat, and other threats to their existence.
- Having enough boots on the ground to place and maintain remote monitoring equipment.
- Interpreting the huge volume of images collected from remote monitoring in time to address problems.

Solutions

WPS upgraded to a new generation of remote cameras that transmit images over the Global System for Mobile Communications (GSM) cellular, wireless, and satellite networks. Many of these cameras are powered by solar technology, so human crews no longer have to make return trips to replace batteries and SD cards.

To accelerate processing the enormous number of images captured, WPS engaged with the Microsoft AI for Earth team to contribute images to its MegaDetector, an AI model that uses the power of Azure HPC to accelerate the processing of camera trap images. HPC combines compute, storage, and networking solutions into a unified suite. WPS uses MegaDetector to help sharpen and refine its wpsWatch monitoring solution, and the infusion of images it supplies contributes to the constant improvement of the AI model.

Key benefits

- Improved threat detection accuracy, and increases image processing speed by up to 50 percent with the AI for Earth model, resulting in faster responses to problems.
- Unique insight into the lives of wild animals that helps drive financial support.
- Local people have better interactions with wildlife.
- Time saved thanks to the integrated system that eliminates the need to connect disparate technologies.



View the full case study [here](#)



With managed services on Azure, we're able to spend a lot less time on system administration and management, leaving 60 to 70 percent of our time to deliver new value.

Cam Allen, Software Developer, Zooniverse

ZOOIVERSE

Zooniverse's move to Azure enhances citizen science

Zooniverse is the world's largest platform for people-powered research. In 2020, the development team at Zooniverse moved the platform to Microsoft Azure, and it is now more cohesive, with more consistent performance and less downtime. Day-to-day operational tasks require less time and new code can be deployed much more quickly, freeing up the development team to support new feature development and additional platform improvements.

Key challenges

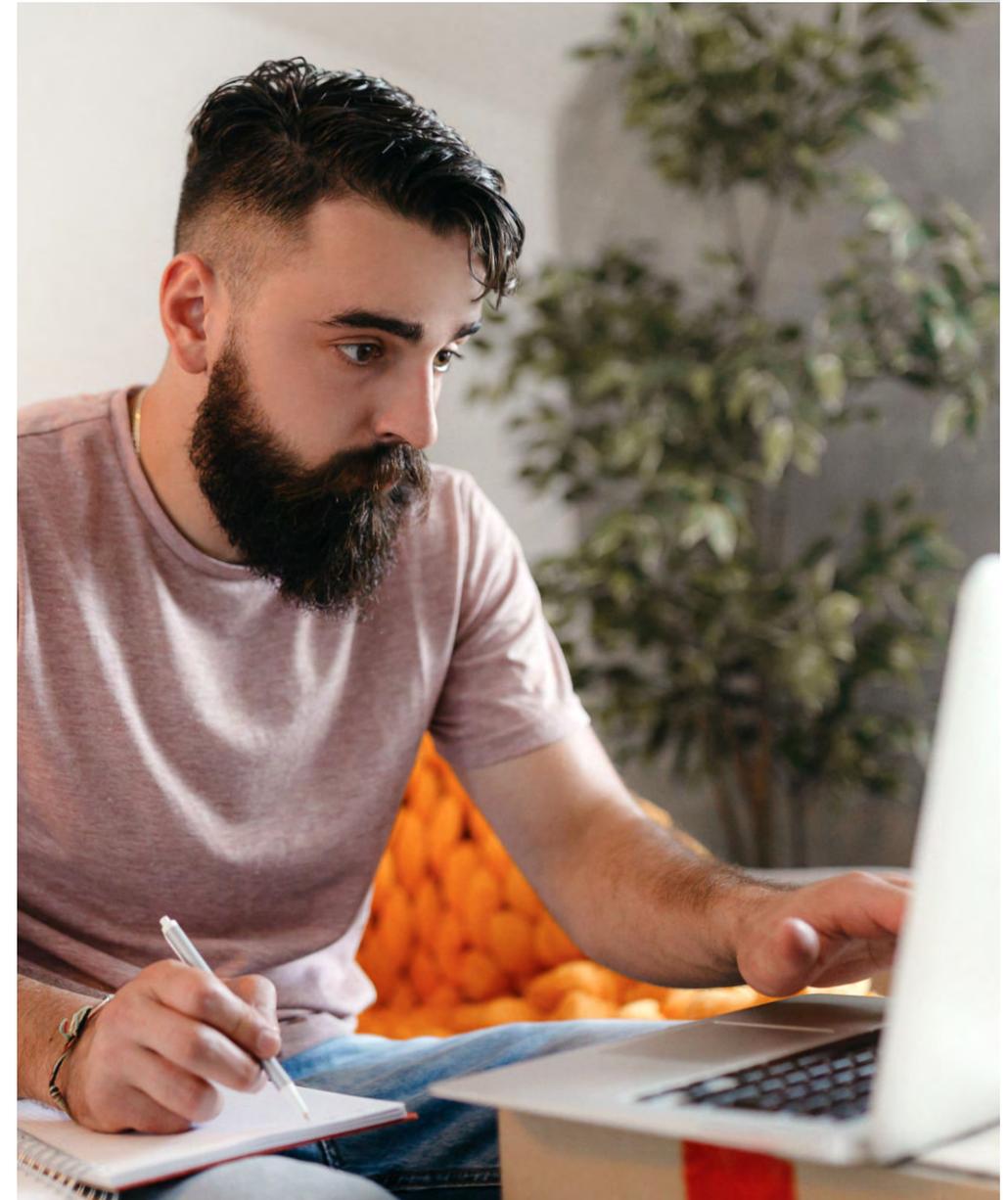
- Providing a frictionless, reliable, and enjoyable user experience.
- Scaling to handle a large volume of active projects and huge traffic spikes for specific projects over short periods of time.
- Maximizing developer productivity to make the most of a limited budget and resources.

Solutions

Zooniverse moved its platform to Microsoft Azure in 2020 to support its efforts to reimagine and modernize its infrastructure. It created the Zooniverse Project Builder portal that lets researchers quickly and easily set up new projects, and upload their images, videos, or audio files—such as camera trap images of wild animals or satellite imagery of a star. Zooniverse volunteers can then help tag, annotate, or transcribe those files, without any specialized training or expertise. The classifications performed by those volunteers are combined and, after each data point has been consistently classified by enough volunteers, it's considered reliable and accurate enough to be used for further scientific analysis.

Key benefits

- Gained a more cohesive infrastructure that works better and runs more smoothly.
- Reduced development time significantly, allowing developers to focus more on feature development.
- Reduced deployment time on some projects from one hour to 3–10 minutes.
- Saved about 40 percent in costs through reserved capacity pricing, allowing the nonprofit to afford larger database instances.



View the full case study [here](#)



Using Teams, we were able to stay connected, find innovative and relevant solutions, and lobby for support. I had daily meetings, sometimes twice daily, with government officials, which resulted in us winning a million-dollar contract.

Jess Karlsson, Chief Executive Officer, Cahoots



Nonprofit Cahoots responds to community challenges by pivoting its business and growing its team with Microsoft 365

Cahoots is an Australian community organization dedicated to creating opportunities for children and young people facing exceptional challenges, to connect, celebrate, and learn. When COVID-19 hit, that mission immediately shifted to fulfilling even greater needs from the community because so many other organizations had been forced to shut their doors. Suddenly, people were stuck at home and needed support for fundamental services. In response, Cahoots launched an accessible and free shopping delivery service—Cahoots Connects—where qualified professionals conduct wellness checks in addition to delivering and unpacking groceries.

Key challenges

- Staying connected with staff and constituents.
- Shifting focus from face-to-face activities to fundamental services needed by people with disabilities.
- Securing funding to support the organization's shift to a new range of accessible services.

Solutions

With the help of Bremmar Consulting, Cahoots had deployed Microsoft 365 prior to COVID-19. Cahoots chose Microsoft 365 because it provided a reliable, accessible, highly secure, and trusted platform.

When the pandemic hit, in-person events were immediately canceled so the organization quickly turned to Microsoft Teams to keep its staff connected and connect with the families of children who had been signed up for canceled camps and programs.

The staff used Teams to collaborate from their remote locations to find innovative and relevant solutions to the growing needs of community members. That led to the creation of a new accessible delivery service—Cahoots Connects—to connect people with disabilities to groceries, pharmaceuticals, and other essential items.

Teams also was used to lobby the government and large corporations for support for the new service. Having virtual meetings with government officials once or twice a day resulted in the nonprofit winning a \$1 million contract to launch Cahoots Connects.

Key benefits

- Stayed connected with its user community, external partners, and employees to maintain its customer base and successfully launch Cahoots Connects.
- Saved 41 percent of its annual revenue from using virtual tools to reduce travel, meeting, and training costs.
- Avoided loss of revenue by giving everyone the tools to work effectively from home.
- Broadened its customer base and grew its team—doubling in size in just three months.
- Created a more accessible workplace using talk-to-text features and video functionality.



View the full case study [here](#)

Explore how Microsoft can help your organization work better together to drive mission impact.



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