

From Delays to Dependability: How a Global Nonprofit Strengthened Microsoft Support with ‘Quality and Responsiveness’



About Company

Name:
Family Health International (FHI)

Headquarters:
North Carolina, United States

Size:
Nonprofit / Global Health

Revenue:
Mobilizing research, resources, and relationships so people everywhere can live healthier, fuller lives.

Business Overview

FHI relies heavily on Microsoft technologies to deliver research and operational support to patients and healthcare professionals worldwide. However, when their direct Microsoft support experience fell short, it resulted in slow resolutions, inconsistent service, and limited flexibility. They needed a more reliable and cost-effective alternative. That’s when they turned to DCG.

Business Challenge

FHI’s reliance on direct Microsoft Unified Support created roadblocks:

- **Delayed Resolutions:** Delays between ticket submission and actual fixes.
- **Inconsistent Service:** No dedicated team or consistent engagement.
- **Escalation Issues:** Bottlenecks when issues required Microsoft’s attention.
- **Rigid Contracts:** Hours couldn’t be flexed for projects or proactive services.
- **Lacking Stewardship:** Lack of strategic guidance and future-proofing support.



Testimonial



By working with DCG to support their Microsoft products and services, FHI has experienced a dramatic improvement in the quality and responsiveness of their Microsoft Support. This has driven additional business units within FHI to begin utilizing DCG’s Advanced Support for their Microsoft products and services.

Tom Maloney,
Director Infrastructure & Operations, FHI



Technology & Approach



Critical Implementation Milestones

- **Proactive Support Team:** A CSAM and dedicated engineers familiar with FHI’s environment.
- **Architectural Guidance:** Across global scale networking, security and cost optimization
- **Efficient Escalations:** Only escalated to Microsoft when truly required, saving time and effort.
- **Faster Care:** Focused on time-to-resolution, not just time-to-respond.
- **Flexible Contracts:** Allowed use of hours for projects, proactive services, and rollovers.



Strategic Wins

- **Rapid Resolutions:** Faster, more reliable support across all Microsoft systems.
- **Proactive Guidance:** Prevented recurring issues with consistent counsel.
- **Better Performance:** Guaranteed uptime, reduced costs, and improved operational visibility
- **Flexible Hours:** Eliminated wasted support costs by rolling over and reallocating hours.
- **Broader Adoption:** Additional FHI business units expanded their use of DCG Advanced Support.

Key Benefits

Operational Efficiency

AVD was deployed for 200 users with no disruption and highly automated provisioning.

Cost-Optimized Infra

Autoscaling and shared desktops minimized Azure expenditure and operational overhead.

Rapid Deployment

PowerShell automation accelerated VM and host pool setup.

Diverse User Support

60+ custom applications delivered securely to meet varied requirements.

Long-Term Scalability

Architecture built to support the ongoing migration of business units cost-effectively.