

Microsoft Office 365

The international NGO

Organization U is an international non-governmental organization (NGO) with its headquarters in Geneva and a large network of members spread across over 100 countries.

Company U (530)

Executive summary



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As part of their cost-reduction and outreach strategy, the organization reduced their staff count in Geneva and based their employees in members' offices on five continents. The new approach required a much more flexible IT that their existing classic on-premise provider could not meet, as well as IT strategic advice on how to future-proof their systems.

Solutions and value realized

1. Complete IT outsourcing

Penta provides an end-to-end cloud-based IT solution that is accessible globally allowing integrated working and file sharing at a cost that would normally be prohibitive for a non-profit organization.

2. All-round support on-site and internationally

The organization requires hands-on and basic user level support in order to train and keep staff working efficiently no matter where they are based. On-site support is provided at offices within practical distance of Penta office and close collaboration between Penta and a large number of in-country IT teams affiliated with Organization U's many members.

3. IT strategy consulting

IT infrastructure is not Organization U's core business, but well-functioning tools remains critical to produce their required outcomes. Penta provides flexible IT strategy consulting at board level to ensure cost-efficiency and that solutions are up-to-date and evolving in order to avoid previous situations that found Organization U's way of working falling behind by many years.

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Services provided



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Penta Business Cloud



Windows licensing



Penta SecureBox software



Fully managed by Penta



Extended support desk and on-site intervention



24/7 monitoring, on-call and VIP service



5-year+, enterprise backup and restore



On-going auditor-ready, regulatory compliant reports



99.9% SLA

Monthly cost



Fixed, USD 8,000

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