



# On-Prem to Cloud-First: Nonprofit Eliminates MSP Dependency with Microsoft Intune and Microsoft 365

## Challenge

Every day, the 80 employees of a nonprofit human services agency in Central New York started work the same way: by asking someone else's infrastructure for permission. All their email, files, and LOB applications were stored in a private datacenter managed by their service provider, with every access request routed through the MSP's facility.

Their on-premises environment included Exchange Server, Active Directory Domain Controllers, Windows File Servers, and a Citrix XenApp Farm running the organization's primary LOB application.

The 100 Windows endpoints at various sites were joined to on-premises domain controllers, so device policy, software deployment, patching, and support all required an active connection to the MSP's network.

**New device?** Someone had to image it onsite.

**Patch the fleet?** Windows Server Update Services (WSUS) through the MSP's pipe.

**Security policy change?** A Group Policy update that only applied when devices were on the corporate network.

**Remote support?** VPN back to the MSP's environment, then RDP to the device.

**Industry:** Nonprofit / Human Services

**Services:**

- Microsoft Intune Management
- Microsoft 365 Migration
- Cloud Identity Modernization
- Managed SOC Services
- Datacenter Exit Planning and Execution

The organization struggled with slow responses, lack of transparency, and an opaque IT infrastructure. When these issues became unmanageable, leadership turned to ProArch for solutions.

## Solution

ProArch assessed the organization's environment and laid out a clear architectural vision: eliminate dependency on the MSP's datacenter and rebuild the organization's IT from the ground up to be cloud-first with modern endpoint management.

### Phase 1: Cutting the Cord

ProArch took over all server VMs from the previous provider within 10–12 hours, converted them, updated DNS and network settings, performed acceptance testing, and restored services. The organization was now running on its own infrastructure, a significant but temporary measure.

### Phase 2: Migration to Microsoft 365

Over eight weeks, the server layer was decommissioned workload by workload:

- **On-premises Exchange → Exchange Online** — mailboxes migrated without disruption to daily operations.

- **Windows File Servers → SharePoint Online / OneDrive for Business**, preserving the familiar mapped-drive experience for staff.
- **Active Directory** synchronized to **Microsoft Entra ID** via Microsoft Entra Connect sync, then cut over to full cloud identity. Removed On-prem Domain Controllers.

### Phase 3: Modernizing Endpoints with Microsoft Endpoint

After removing the server layer, ProArch enabled a major architectural change by switching all on-premises endpoint management to Microsoft Intune.

- **New hardware, built for the cloud.** New Windows devices were purchased and enrolled in Microsoft Intune using Entra join, so all device identities and management are now cloud-based.
- **Configuration without infrastructure.** Intune configuration profiles delivered security baselines, software deployments, Wi-Fi profiles, and application policies, which applied to devices everywhere.
- **Compliance that travels with the device.** Intune compliance policies enforced encryption (BitLocker), screen lock timers, and minimum OS versions on every enrolled endpoint. With Microsoft Entra Conditional Access, non-compliant devices were blocked from organizational resources.
- **Simplified remote management.** ProArch's team gained Intune remote management capability: push apps & patches, remote wipe and resets, read device logs, and resolve issues from anywhere.
- **Primary LOB application, now easily accessible.** The organization's primary LOB application previously accessible only through a Citrix session hosted in the MSP's facility was migrated to a cloud-based SaaS solution and now is accessible from any browser.

## Results & Impact

By modernizing their entire environment around Microsoft cloud services, the organization moved from a location-bound, vendor-controlled IT model to one that fully supported the way the business operates.



**Fully cloud-native, vendor-independent IT environment** reduced infrastructure complexity, licensing costs, and vendor lock-in.



**Endpoints managed entirely through Microsoft Intune**, enabling remote provisioning, patching, and proactive support cutting response times and operational overhead.



**Identity modernized with Microsoft Entra join and Conditional Access**, removing domain controllers and VPNs while enforcing compliance-based access from any location.



**All server-based workloads eliminated** through Exchange Online, SharePoint Online, and OneDrive improving reliability, scalability, and end-user access to collaboration tools.



**Direct internet connectivity at every site** improved application performance and removed dependency on an MSP-managed network.



**IT operating model transformed** to fully remote and proactive, with a scalable security foundation including MFA, Intune compliance baselines, and ProArch's 24x7 managed SOC services.



**A truly mobile workforce enabled**, with IT designed around how the business operates not where it operates.

