

The Norwegian Refugee Council: Where technology helps make a difference

The Norwegian Refugee Council (NRC) uses security enhanced modern technology to help refugees and internally displaced people in difficult, often dangerous places.

01. Extending technology to focus on the mission

The NRC operates in 30 countries. Many offices were founded using outdated (or even counterfeit) software and operating systems. The NRC is migrating more than 5,300 accounts and 30 international offices to Windows 10, and to Office 2016 onto the cloud via Office 365. This will help make their systems and data more secure and compliant with licensing laws. In addition, their IT staff now only has to focus on one operating system and platform, freeing them to tackle more growth-oriented tasks.



02. Security enhanced collaboration

Microsoft's collaboration tools help the NRC collaborate with government agencies and other aid organizations. NRC staff also work with colleagues in offices around the world and can now more easily contribute via SharePoint or OneDrive. They often meet on Skype to avoid long and potentially hazardous travel on poorly maintained roads, which saves time and resources that can be used to help refugees.

03. Doing good from the field

To work where connectivity and even electricity are unreliable, NRC staffers use Microsoft productivity tools offline, then sync to the cloud once they regain internet access. They can collect data on mobile devices and upload it to the cloud later without fear of losing vital data or having to transcribe handwritten records.



04. Helping protect vulnerable populations in the cloud

Refugees, internally displaced people, and the nonprofits that serve them are especially vulnerable to cyberattack. Microsoft's state-of-the-art protection provides first-level defenses for individual users and the entire NRC. Updating to Windows 10 in all 130 offices keeps NRC's data confidential. Automated updates mean that every computer in NRC's vast web of offices, education centers, and remote sites install critical Microsoft security, system, application, and software updates with no effort from staff.



We no longer worry about the safety of information. Because of the security controls put into place, we can confidently say documents are safer whether we're working offline or online."

Welldon Kinaro: ICT officer
Norwegian Refugee Council, Kenya

If your operations are constrained by competing priorities and by limits on your IT staff and budget, then consider Office 365 E3 for Nonprofits. It offers the newest Office applications backed by the latest Microsoft security and collaboration features and automatic updates, so you can focus existing resources on your mission and work that matters. The most complete, intelligent and secure service for digital work.

[→ Full customer story](#)

[→ Get Office 365 for your organization](#)