

CUSTOMER STORY: **LINGOs**

Providing Collaboration to Help Humanitarian Groups Improve Productivity & Reach

"SharePoint makes it possible for small organizations and non-profits to operate virtually. Apptix Hosted SharePoint has made it possible for us to build a community and respond to its immediate and merging needs in a timely and professional manner."

Eric Berg

Executive Director, LINGOs

Customer Profile



Website Address

- www.lingos.org

Industry

- Non-profit humanitarian aid

Apptix Products

- Hosted SharePoint

Apptix Advantages

- Formation of virtual headquarters linking remote employees
- Access to collaboration with and among member organizations and partners in some of the furthest most reaches of the earth
- Ability to expand site to meet needs—short-term projects, training, emergencies, etc.
- Responsive service & flexibility for growth

Company Summary

Learning for International Non-Governmental Organizations (LINGOs) is a consortium of independent humanitarian relief and development agencies joining forces to share learning and development resources. LINGOs' member agencies provide assistance to more than 750 million people around the world, including trusted organizations such as CARE, Save the Children, Habitat for Humanity, and Heifer International.

A non-profit organization, LINGOs:

- Drives the acquisition of training content and courseware that can be shared among member organizations to train partner organizations, relief workers, and agency administrators
- Facilitates the exchange of information about learning and development practices and strategies
- Develops tools and standards for learning management among non-governmental organizations (NGOs)

Challenge

Helping NGOs save money, eliminate duplicate efforts, and collaborate on learning development requires a significant technology infrastructure accessible to all. However, acquiring such an infrastructure is overwhelming both financially and logistically, especially for a small non-profit. As a result, LINGOs needed to identify a provider who could offer a comprehensive and affordable solution to address its collaboration needs.

In Search of a Virtual Corporate HQ

LINGOs is run by a small, dedicated group of professionals located across the U.S. Their member organizations are spread around the world. For LINGOs' vision to succeed, their employees, member organizations, and partners needed an affordable, efficient, no-hassle way to meet, collaborate, exchange information, and share files.



Solution

While investigating solutions for a communications hub for LINGOs in 2004, Executive Director Eric Berg spoke to organizations using Windows SharePoint. Apptix was highly recommended as a hosted provider that could get LINGOs up and running quickly—and deliver the specific solution LINGOs required.

Fulfilling Many Corporate Goals

SharePoint not only gives LINGOs a virtual headquarters in which employees can collaborate, store, and share documents, but it also enables LINGOs to do the same with their member organizations. With varying degrees of site access, corporate information is kept separate and confidential from member information. With Apptix's hosted SharePoint, LINGOs has developed a virtual HQ—enabling collaboration with and among NGOs and partner organizations—and providing a portal for their learning management system.

Available Worldwide

As a hosted solution, SharePoint is easily accessible from any Internet-enabled device anywhere in the world—with no client software to integrate, no special tools to master. Since different organizations have different systems—and because Internet access varies around the world—having a hosted solution that works with all Windows products at any connection speed is vital.

Emergency Responsiveness

During the tsunami that struck the Indian Ocean in 2004, Apptix had a site up for relief workers within 24 hours. In fact, any time LINGOs has needed to expand bandwidth because of growth or respond quickly to emerging needs, Apptix has been able deliver immediately—as we do for all of our customers.

Ongoing Training & Development

LINGOs' members are in constant need of training and education to support their ongoing humanitarian efforts. With Apptix hosted SharePoint, the LINGOs team can quickly and cost-effectively provide virtual training using the content and courseware they house within the site.

Results

With SharePoint in place, LINGOs provides a sophisticated collaboration infrastructure that helps donors, members, and partners take their services seriously. LINGOs has saved a significant amount of money and human capital by establishing a portal that allows for remote access, Web-based training, and instant collaboration. Apptix hosted SharePoint provides the means by which LINGOs' collaboration needs are met, enabling LINGOs to support its mission.

About Apptix

Apptix (OSE:APP), founded in 1997, is a premier provider of on-demand messaging and collaboration solutions to over 190,000 end-users across more than 18,000 customers worldwide. Its offerings—including hosted Exchange, SharePoint, mobile email, and compliance and archiving—provide small- and medium-sized businesses with a more affordable, reliable, and secure alternative to purchasing and managing software applications in-house. Leading channel partners, including IBM, Hewlett Packard, Bell Canada, and Savvis, have selected the Apptix Service Management Platform, which supports a full range of private-label solutions and is backed by multi-tiered customer service. Apptix is a Microsoft Gold Certified Partner for Hosting and Application Services, and has strong technology partnerships with leading vendors, including Research in Motion (RIM) and Good Technology, among others. Apptix's Web properties include www.MailStreet.com, www.ASP-One.com, and www.Mi8.com, which provide Exchange hosting and essential add-on services, as well as www.SharePointSite.com, which provides hosted SharePoint and related services. The company is headquartered in Herndon, Virginia, with additional locations across the United States, Europe, and Asia. For more information, visit www.apptix.com.

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