



# CUBESYS DISCUSSION SERIES



MODERNISING NOT-FOR-PROFIT OPERATIONS

# Modernising Not-For-Profit Operations

## The Impact of Cloud Innovation

### PANEL OF SPEAKERS



**Emma Tomlin**

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Tech For Social Impact | Microsoft



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Co-Founder & CEO  
cubesys





# TODAY'S DISCUSSION FORMAT



The discussion is being recorded.



Please use the chat window to ask your questions.



We have our experts on hand to answer your questions.



The video and content will be sent via email post event.

# AGENDA



Investing in NfP & Australia



Challenges Ahead

Cyber Security

Workforce

Remote Work

Supporting Frontline Workers



Productivity & the role of AI

# WHAT IS MICROSOFT SINGLE BIGGEST INVESTMENT IN A COUNTRY IN THE LAST FORTY YEARS?



Microsoft announces A\$5 billion investment in computing capacity and capability to help Australia seize the AI era



Microsoft  
News Center

Today Microsoft announced major digital infrastructure, skilling and cybersecurity investments in Australia to help the nation seize the artificial intelligence (AI) era to strengthen its economic competitiveness, create high-value jobs and protect the nation from the increasing threat of cyberattacks.

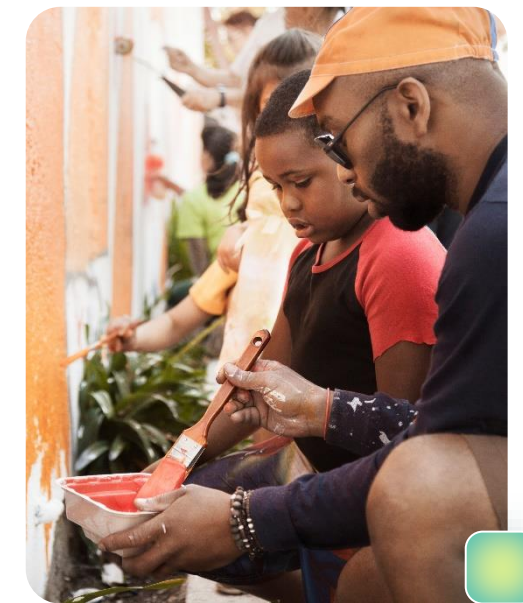
Microsoft will invest A\$5 billion in expanding its hyperscale cloud computing and AI infrastructure in Australia over the next two years – the single largest investment in its forty-year history in the country. This investment will also grow Microsoft's local datacentre footprint from 20 sites to a total of 29 spread across Canberra, Melbourne and Sydney.





# TECH FOR SOCIAL IMPACT

Empower every nonprofit and mission driven organization with Microsoft technology to accelerate social good



# IN FISCAL YEAR 2023, MICROSOFT PROVIDED

Supporting  
nonprofits  
is a part of  
our DNA



**\$3.8 billion**

In grants or discounted software and services



**\$242 million**

Donated by over 105k Microsoft employees (including company match) to support over 35k nonprofits in 116 countries around the world



**325,000**

Nonprofit organizations equipped with modern, secure, and scalable Microsoft cloud solutions



# WORLD VIEW: RAPIDLY CHANGING GLOBAL LANDSCAPE





# WORLD VIEW: NONPROFITS NEED MORE SUPPORT THAN EVER



## Changes in donation and giving

The volume of giving has gone down **10%** YoY and the value of reoccurring donors has gone up

– *Fundraising Effectiveness Project*

**57%** of nonprofit fundraising professionals on Linked In are very concerned about finding new donors

– *LinkedIn*



## Staffing crisis

**33%** or more of nonprofits report that at least **20%** of job vacancies go unfilled – this is double (**40%**) for fundraising roles

– *The Independent Sector*



## Affiliate layoff

Inflationary pressure is driving capability optimization and consolidation across affiliates, driving downstream impacts in local job

– *NPR, The Guardian, The Globe*

# WE ALL CONTINUE TO FACE DYNAMIC TIMES

Inflation, rising energy prices and shifting exchange rates



Geopolitical, supply chain disruptions, and security breaches erode trust



Talent shortages and increased labor costs





# SECURITY IS SHAPING THE WORLD AND IMPACTING EVERY ORGANIZATION

The Washington Post

THE CYBERSECURITY 202

## Think ransomware gangs won't thrive this year? Think again, experts say

Analysis by [Tim Starks](#)  
with research by David Dikofeloff

March 20, 2023 at 6:52 a.m. EDT

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Welcome to **The Cybersecurity 202!** And greetings from (just outside of) San Francisco, one of my favorite few cities. As I type this, I have a splendid view of the Golden Gate Bridge.


Reading this online? Sign up for *The Cybersecurity 202* to get scoops and sharp analysis in your inbox each morning.

Below: The U.S. sends cybersecurity aid to Costa Rica, and a possible North Korean-linked cyberattack could have thousands of victims. First:

The Economist

## Russian hackers are preparing for a new campaign in Ukraine

A spring cyber-offensive is about to be unleashed



FINANCIAL TIMES


PERSON · WORK & CAREERS · LIFE & ARTS · HTS

of another 2008-style precipice?  
FT subscription. [Subscribe now](#)

## run cyber stress tests after

ks

after 'significant increase' in incidents since outbreak of



# The aged care sector will need 1 million extra workers by 2050

## Technology will be a key factor to stay relevant



#### Ageing Population:

- 'The number of people aged over 65 is predicted to increase from 3.8 million to 5.2 million by 2027'.
- 85+ population is expected to increase by 360% by the year 2044
- The number of people who need the aged care service industry will continue to rise.



#### Increased Longevity:

- Australians are also living longer than ever before, thanks to health advancements.
- In 2018, over 2,600 people turned 100.
- In 2044, over 18,500 Australians are expected to turn 100.



#### Worker shortage:

- Australia is facing workers constraints in the sector to supply the demand.
- 40 – 65% Turnover



#### Technological changes vs Careers

- Technological changes creates job opportunities in care-focused roles



#### Changing Care Preferences:

The biggest recent trends include:

- ageing at home,
- more personalized services, and
- higher levels of care.



#### Regulatory changes:

- Australia is pushing for regulatory changes in the sector.



# Frontline Workers in Not for Profit (NFP)

- Crucial role in providing direct support and assistance
- Supporting vulnerable people in society
- Disaster relief
- Labour shortages due to current economic climate
- Two out of three frontline workers reported that they were paid fairly but 80% faced financial challenges due to rising costs\*
- High attrition rates due to the nature of the work
- Re-training staff and re-hiring a major ongoing cost with 30% being replaced year on year



\*Report Frontline Network Research | St Martin in the Field ([frontlinenetwork.org.uk](https://frontlinenetwork.org.uk))

## Challenges Faced by NFP & Healthcare Frontline Workers

- Limited access to up-to-date information
- Communication barriers within and across teams
- Long shifts
- Stressful roles 'on the go'
- At home 'consultations'
- Quick, simple tools and access to systems imperative





# Automate onboarding & offboarding tasks with Microsoft Entra

Lifecycle Workflows in Microsoft Entra ID Governance can help with pre-built templates for common tasks.

Decrease risk, increase consistency & job satisfaction.

Automate onboarding tasks with built-in workflow templates.

Revoke Access & Reduce Risk.



# THE SHIFT TO REMOTE WORK CREATES MANY CHALLENGES



## Organizations need to:



Adopt technology that enables secure, remote work regardless of device or location



Revamp their technology to be more responsive when facing unprecedented changes



Evaluate cloud solutions to deliver better security and scalability



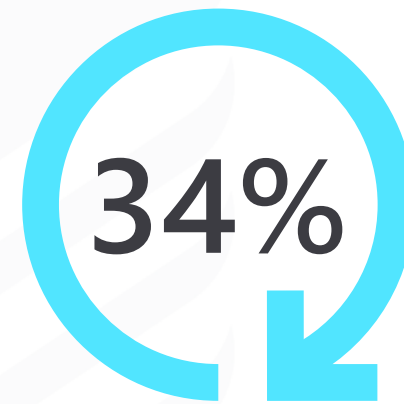
Implement solutions that are cost-optimized



# AZURE VIRTUAL DESKTOP HELPS COMPANIES IMPROVE PRODUCTIVITY WHILE KEEPING COSTS IN CHECK



Hours of **increased productivity** per person annually\*



**Reduced licensing and IT infrastructure costs** when moving from on-prem solutions to Azure Virtual Desktop\*

# MICROSOFT NAMED A LEADER IN GARTNER® MAGIC QUADRANT™ FOR DESKTOP-AS-A-SERVICE

The Magic Quadrant report reflects Microsoft key self-assembled and vendor-assembled DaaS offerings in market: Azure Virtual Desktop and Windows 365.



**Microsoft**  
Microsoft is a Leader in this Magic Quadrant. Its Azure Virtual Desktop, Windows 365 and Microsoft Dev Box offerings provide self-assembled and vendor-assembled DaaS offerings. Its operations are global, with clients in small, midsize and large enterprises. Microsoft has integrated Azure, Microsoft Intune and Windows to deliver unique and exclusive DaaS capabilities — for example, Windows 10/11 Enterprise multisession, which enables optimized Azure resource utilization when using Windows.

[Azure virtual desktop GAed in 2019](#)

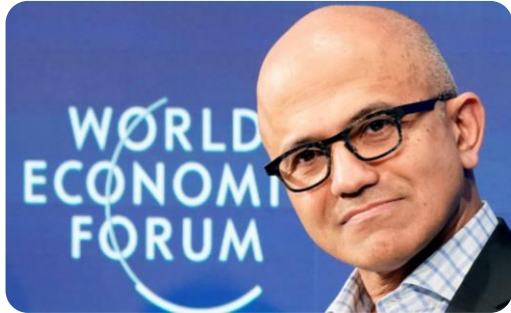
# Microsoft Azure Virtual Desktop – AVD

- Cloud based service that provides a scalable and secure virtual desktop experience
- Desktop and App Virtualisation
- Flexible Deployment
- Best user experience – familiar tools and fast login
- Simplified management
- Cost savings
- Secure & Robust





# AI IS CHANGING THE GAME



Satya Nadella Says AI Golden Age Is Here and 'It's Good for Humanity'

*World Economic Forum*



Microsoft Invests \$10 Billion in ChatGPT Maker OpenAI

*Bloomberg*



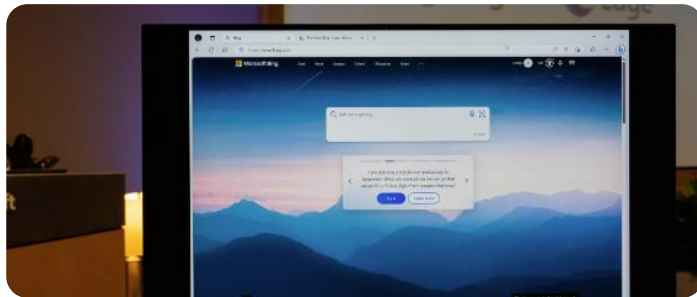
Microsoft Launches AI-Powered Search, 'Binging' In The Next Generation Of The Internet

*Forbes*



Bing (Yes, Bing) Just Made Search Interesting Again

*New York Times*



A Conversation With Bing's Chatbot Left Me Deeply Unsettled

*New York Times*



Microsoft's President Backs New Agency to Regulate ChatGPT, Other AI Systems

*The Wall Street Journal*

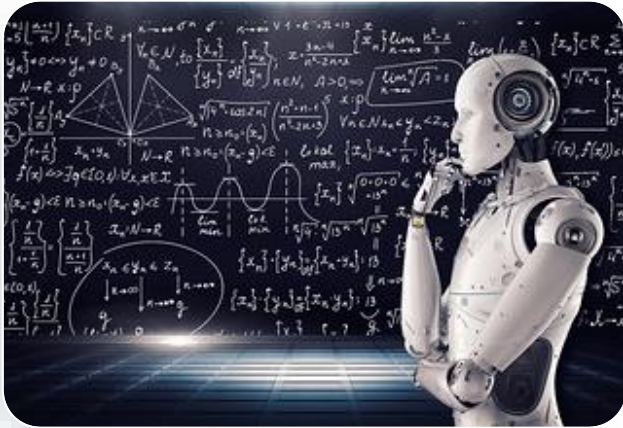


What is AI, is it dangerous and what jobs are at risk?

*BBC News*

# THE ERA OF AI

The next wave of technology innovation



## Foundational productivity

Elevate your organizational productivity while protecting identities, endpoints and apps for all user types.



## AI & Automation

Supercharge your productivity by introducing an entirely new, AI-powered way of working.

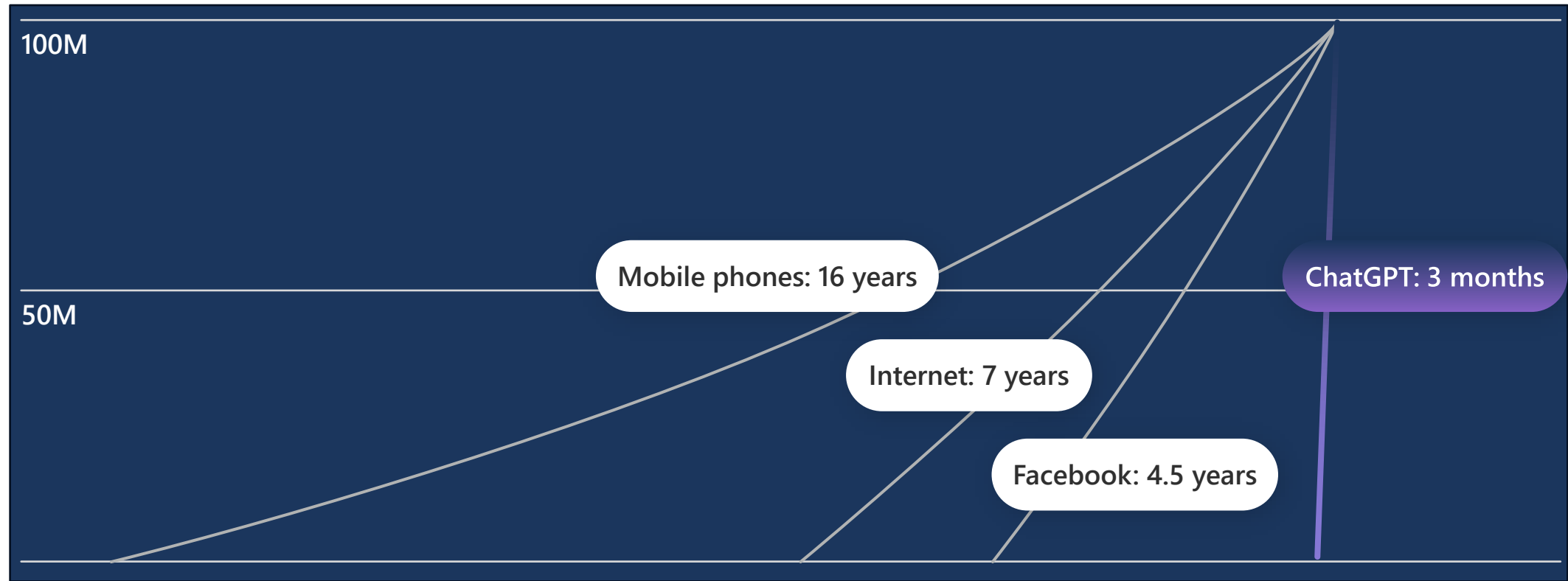


## High performance organisation

Keep employees engaged and energised with clarity

# GENERATIVE AI TECHNOLOGY IS HERE

Time to reach 100M users






# MICROSOFT WORK TREND INDEX 2023

<http://aka.ms/wti>

 **31,000** people

 **31** countries

 Microsoft 365, LinkedIn,  
Glint People Science + academic research

The pace of work is outpacing our ability to keep up

## AI-powered tools represent an enormous opportunity

**64%**

of people have struggled with finding time and energy to get their work done

**3x**

Amount by which time spent in Microsoft Teams meetings and calls has increased per week since February 2020

**70%**

Share of people who would delegate as much as possible to AI to lessen their workloads

**2x**

Likelihood of a leader to say AI will provide value by boosting productivity vs. cutting headcount