

CASE STUDY

Optimizing Microsoft Licensing for a National Nonprofit

Crestline optimized Microsoft licensing for the Canadian Counselling & Psychotherapy Association, reducing costs and improving efficiency.



<1 Hr Avg. Response Time



<2 Hrs Avg. Issue Resolution Time



85% First Call Issue Resolution Rate



75% Reduction In Recurring IT Issues Within Three Months

Overview / Summary

Crestline IT partnered with the Canadian Counselling and Psychotherapy Association to review and optimize its Microsoft licensing structure. The goal was to align subscriptions with operational needs while maintaining budget control.

Following a focused assessment, Crestline streamlined the Office 365 environment, reducing unnecessary costs and improving day to day efficiency.

The Solution

Crestline delivered targeted Microsoft licensing guidance aligned to operational requirements.

- Conducted a structured review of existing subscriptions and usage
- Identified cost optimization opportunities without impacting productivity
- Implemented right sized licensing to support smoother daily operations

Take Control of Your Microsoft Licensing Strategy Today

Get expert guidance to reduce costs and align technology with real operational needs.

[Get Help Now](#)

Business Challenge & History

The organization needed greater clarity and control over its Microsoft licensing environment.

- Licensing costs were not fully aligned with actual usage and operational needs
- Subscription tiers required review to eliminate unnecessary features
- Leadership needed clear guidance to make informed, cost responsible decisions

The Benefits or Outcomes

The association gained clear visibility into its Microsoft licensing structure and spending. Subscriptions now align directly with operational requirements, improving cost control without limiting functionality.

Administrative overhead related to license management decreased, and day to day operations became more streamlined. Leadership can make future technology decisions with greater confidence and financial clarity.

Going Forward

With a right sized Microsoft environment in place, the association is positioned to scale confidently as needs evolve. Ongoing oversight ensures licensing remains aligned with usage, budgets stay controlled, and technology continues to support stable daily operations.