



Beating the Clock

A midsized Midwestern nonprofit met the Windows 11 upgrade deadline with time to spare, thanks to the organization's partnership with Sanity Solutions.



For an Ohio nonprofit organization, the clock was ticking.

With just three IT staffers supporting 350 employees across numerous locations, the team was already stretched thin simply managing day-to-day operations and strategic initiatives. In fact, the organization was in the process of hiring a senior-level IT leader in the middle of 2025, leaving the chief operating officer to oversee technology. These constraints did nothing to change the fact that the organization—and countless others around the country—faced a critical deadline: Microsoft's October 2025 end-of-support cutoff for Windows 10.

"A lot of organizations kick the can down the road on projects like this," says Craig Casey, a senior solutions architect at Sanity Solutions. "A year out, it might not feel urgent. Then suddenly, the deadline is just a few months away. That's when the panic sets in."

Although the nonprofit lacked the staff to update the organization's PCs, missing the deadline wasn't an option. Letting employees use devices running an unsupported operating system would mean an end to critical security updates and patches, leaving those endpoints exposed to significant vulnerabilities. For the nonprofit, which handles sensitive community data, personnel files, and donor information, a successful cyberattack could be an existential threat. This is perhaps truer than ever, Casey says, due to the recent rise of "double extortion" ransomware incidents. In these attacks, cyber criminals not only lock up an organization's data, but also threaten to release information publicly unless they are paid a second ransom.

"They're working with people in the community," Casey notes. "Having those individuals' personal information exposed would be probably their highest liability."

With time running out, the nonprofit turned to Sanity to update machines, meet the Windows deadline, and ultimately help lower the organization's risk.

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Automated Updates

Fittingly, the partnership between Sanity Solutions and the nonprofit began with a chance encounter at a security conference.

The organization's IT leader at the time was complaining about a previous partner, saying that they were merely an "order taker"—happy to sell solutions, but leaving it up to the nonprofit to implement them. A Sanity customer overheard and immediately made an introduction, right on the conference floor.

For the Windows 11 upgrade, Casey notes, Sanity not only provided the nonprofit with extra capacity, but also the expertise that comes with serving multiple organizations. "For the nonprofit to do this themselves, they would have to go out and research how to upgrade," he says. "We already have an automated process, and we can just hit the ground running."

First, Sanity checked to make sure all 350 of the organization's PCs met the requirements to support Windows 11. Then, Casey and his team pushed an agent out to all of the organization's machines, allowing Sanity to manage the upgrades remotely. To minimize disruption, the team scheduled the upgrades to run in controlled batches of 20 devices at a time. Ninety percent of the PCs updated successfully on the first pass, and the remaining 10 percent continued operating on Windows 10 while the Sanity team reviewed logs and resolved the issue.

Focusing on What Matters

By partnering with Sanity Solutions, the nonprofit transformed what could have been a demanding, resource-intensive process into a stress-free transition. The project finished before the end of August, well over a month ahead of the Microsoft deadline.

"The biggest benefit for them is that the October 14 deadline is no longer a concern," says Casey. "It's one less thing hanging over their heads, and now they can keep their focus on their mission."

For organizations that miss the deadline, the situation is even more dire. Microsoft does offer extended support, but these engagements are typically very expensive, meaning that organizations must either pay steep ongoing support bills or put their environments at risk. By working with a partner like Sanity, these organizations can accelerate their upgrades, avoid disruption, and lower their ongoing costs.

"The upgrade process isn't hard," Casey notes. "It's just time-consuming. Having us come in to automate that process means they don't need to learn all the new tools and pitfalls. We can bring our experience, our tooling, and our automation, and we knock it out for them. That is ultimately the biggest value-add."

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