



CASE STUDY

Diocese of Lincoln | Seamless Microsoft 365 Management

Chris Hobbs, CIO for the Diocese of Lincoln, relied on Midwest Cloud Computing to unify their Microsoft environment. We delivered a seamless migration, eliminating dual-tenant confusion, reducing IT workload, and improving access for priests and staff.

CLIENT: Diocese of Lincoln



INDUSTRY: Religious organization, education, community services

LOCATION: Lincoln, Nebraska

SERVICES: Worship, pastoral care, parish support, education, and communications

ABOUT THE DIOCESE OF LINCOLN

The Diocese of Lincoln oversees parishes, schools, and administrative offices where priests, staff, and students rely heavily on Microsoft 365 tools every day. With frequent staff reassignments between churches and schools, the diocese needed IT support that ensured seamless access to files, email, and collaboration platforms while reducing the risk of data loss or disruption.

THE CHALLENGE

The Diocese of Lincoln faced a complex Microsoft 365 challenge that their previous managed services provider (MSP) could not resolve:

- The Diocese had a Microsoft non-profit tenant, while their parochial schools required a separate education tenant to access education-specific features.
- Priests and staff were frequently reassigned, which caused file access issues, storage conflicts, and email disruptions across SharePoint, OneDrive, and Teams.
- Managing two separate tenants became a daily struggle, and the MSP insisted there was no solution.

THE MIDWEST CLOUD COMPUTING SOLUTION

We approached the problem differently:

- **Discovery:** We met with CIO Chris Hobbs to fully understand the challenges caused by the dual-tenant setup.
- **Research & Expertise:** We consulted other large churches and our Microsoft Partner Manager to confirm that a unified tenant was possible.
- **Planning:** We developed a detailed project roadmap, breaking the complex migration into clear, manageable steps with timelines.
- **Execution:** Acting as project quarterback, we led the migration from start to finish, coordinating all stakeholders and overcoming obstacles posed by the previous MSP.

This project shows what makes us different:

- We listen first.
- We dig deeper.
- We deliver solutions others say can't be done.

By taking ownership of the project and applying our expertise, we completed the migration ahead of schedule, eliminating confusion and streamlining the diocese's IT environment.

THE RESULT

Thanks to our work:

- IT staff spend far less time managing repetitive migrations, reducing IT burden.
- Priests and staff now enjoy unified access to all files and email regardless of assignment.
- The risk of data corruption or accidental loss is virtually eliminated, providing peace of mind.
- The diocese benefits from a reliable, streamlined IT environment where technology supports staff and students rather than creating obstacles.



WHAT THE DIOCESE OF LINCOLN SAYS ABOUT MIDWEST CLOUD COMPUTING

“Midwest Cloud Computing solved a problem we were told was impossible. Their team not only delivered ahead of schedule but made life significantly easier for our priests, staff, and IT department. We now have a streamlined system that just works.”

— CHRIS HOBBS, CIO FOR THE DIOCESE OF LINCOLN

