

CASE STUDY

Unifying Communication Across Partnered Luxury Apartment Communities

Crestline IT led a coordinated Office 365 migration for Place Dorée and The Village at Bronte, improving email reliability, unifying communication, and reducing IT overhead.



<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

Place Dorée and The Village at Bronte Luxury Oakville Apartments required a unified communication environment to support coordinated operations. Separate systems created inefficiencies and added administrative complexity across both teams.

Crestline IT managed a structured Office 365 migration that aligned both organizations on a single platform. The result was improved email reliability, streamlined communication, and reduced IT overhead supporting daily operations.

The Solution

Crestline IT executed a coordinated Office 365 migration across both organizations.

- Unified email and communication platforms under a single environment
- Improved configuration to strengthen reliability and performance
- Streamlined administration to reduce ongoing IT overhead

Business Challenge & History

The two partner communities required a more unified and reliable communication platform.

- Separate email systems created inefficiencies between teams
- Inconsistent reliability affected daily coordination
- Managing multiple environments increased IT overhead

The Benefits or Outcomes

Both communities now operate on a unified communication platform that supports consistent coordination between teams. Email performance is more stable, reducing disruptions that previously affected daily workflows.

Administrative management is simplified, lowering IT overhead and freeing internal resources to focus on resident services and operational priorities.

Going Forward

With a unified Office 365 environment in place, both communities are positioned to collaborate more effectively as operations evolve. The shared platform supports continued coordination, stronger reliability, and simplified IT management moving forward.

Unify Your Communication Systems for Greater Operational Efficiency

Consolidate platforms, improve reliability, and reduce IT overhead with expert Office 365 migration support.

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