



Case Study

Ontario Retirement Communities Association

Accelerating the IT modernization journey with IT Weapons

Client Profile

Since 1977, the Ontario Retirement Communities Association (ORCA) has represented more than 90% of operators of Ontario's retirement communities. ORCA provides their members with education and training through their learning platform, The Learning Centre for Senior Living, and advocates for a strong and prosperous retirement community sector by collaborating with government and other stakeholders.

The Challenge

As part of their long-term IT roadmap and modernization strategy, ORCA was aiming to move away from on-premises file servers to Microsoft SharePoint Online, as well as exploring Azure MFA to bolster their security. While the SharePoint migration was scheduled for late 2025, things took an unexpected turn in February 2025. ORCA's file servers went dark, including the domain controller, which left employees without access to critical files as they were preparing for the end of the financial year. ORCA quickly connected with their managed service provider, IT Weapons (ITW).

The Solution

ITW collaborated closely with the stakeholders at ORCA to deliver a 2-phase solution:

Phase 1: Within days of the outage, ITW deployed a stop-gap solution leveraging the data backup that they maintained to ensure ORCA's employees had access to the critical files that they needed.

Phase 2: The design and implementation of the planned SharePoint solution continued on an accelerated basis. The ITW team also re-established the necessary Active Directory groups within Entra. The new environment was set up and fully operational in a matter of weeks.



The Implementation

Thanks to tight collaboration between ORCA and IT Weapons in deploying Azure MFA, the SharePoint team was able to gain valuable insights into the users, groups, and environment even before the work began.

- ITW conducted a remote scan of the restored server, analyzed file systems and applications, and recommended an optimized folder structure for easy access.
- The team then recreated security groups from Active Directory in Entra, applied them to all relevant sites, and performed data migration to SharePoint.
- The ORCA team was able to test out the new environment, and the ITW experts completed the final steps of the rollout.

The Results

ORCA has now empowered their employees with access to a modernized and secure cloud-based collaboration environment, driving their IT roadmap forward.



Enhanced scalability & flexibility: ORCA's new SharePoint environment allows them to scale without any hardware limitations.



Stronger security: With Azure MFA in place, ORCA has considerably improved its security posture.



Optimized IT Roadmap: With a major milestone in their IT roadmap complete, ORCA is well-positioned to leverage emerging technologies like AI and more.

Key Success Factors

Several factors drove the success of ITW's engagement with ORCA:



Rapid Response: IT Weapons responded to ORCA's issues quickly and strategically, ensuring the organization could continue operations with minimal disruption.



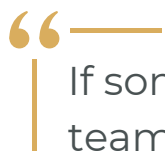
Inter-Team Collaboration: The effective collaboration between IT Weapons' MFA and SharePoint consultants and the ORCA team allowed ORCA to come back fully online with a modernized solution in a few weeks.



In-Depth Microsoft Expertise: As a Microsoft Solutions Partner, IT Weapons' strong Microsoft capabilities allowed them to launch SharePoint and Azure MFA simultaneously while also navigating the complexities of the Active Directory on Entra.

Strategic Outcome

ORCA has successfully modernized critical components of their infrastructure and security, making their IT security and collaboration capabilities more robust. By partnering with IT Weapons, the organization has reduced costs, improved efficiency, and is more confident about their IT roadmap.



If someone asked me to sum up my experience with your teams in one statement, it would be that IT Weapons demonstrates a customer-centric, transparent, and pragmatic attitude towards its customers."

VP of Finance, IT, and Data Management at ORCA

About IT Weapons

As the national IT Services Division of Konica Minolta Canada, IT Weapons has been delivering IT services, hybrid cloud solutions, information security, connectivity, infrastructure management, and technical support to clients nationwide for more than 20 years.

We'll work with you to analyze your current tech stack and provide recommendations to optimize your IT infrastructure. Our teams leverage years of industry-specific experience to provide our clients with tailored solutions and practical, real-world applications so they can focus on business performance, not system performance.

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