



WATERFRONT TORONTO + ONACTUATE:

Steering Public Waterfront Agency's ERP Back on Course

About Waterfront Toronto

A public waterfront development agency leading the transformation of the city's waterfront through multi-level government collaboration - advancing sustainable communities, economic growth, and ecological health.

The Challenge
Years of heavy customization within Microsoft Dynamics 365 Finance & Supply Chain had created system complexity, upgrade challenges, and rising support costs.

The environment required stabilization, improved reliability, and a more sustainable long-term model - without disrupting day-to-day operations.

Our Approach
OnActuate stabilized and streamlined the ERP platform through targeted refactoring and Managed Services support.

We focused on reducing unnecessary customization, resolving critical system issues, improving performance, and shifting from reactive support to proactive optimization - while strengthening internal knowledge transfer.

The Impact
With a more stable and streamlined environment, Waterfront Toronto is now better positioned to adopt ongoing Microsoft innovations, including built-in AI capabilities like invoice capture, as part of its modernization roadmap.

The goal was simple: restore confidence in the system and create a scalable foundation for the future.

50%

Reduction in support calls

↑ **Reliability**

Improved system stability and operational performance

→ **Growth**

Scalable platform with a roadmap for continuous improvement

Start building a more stable, scalable foundation. Let's talk!

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