



Brampton Public Library Modernizes Its Digital Workplace with Microsoft 365

Customer Profile

Brampton Public Library (BPL) is one of Canada's largest public library systems, serving a diverse and growing community with a strong focus on accessibility, information security, and operational excellence.

Business Challenge

As cyber threats increased and collaboration requirements evolved, Brampton Public Library identified limitations in its existing Google Workspace environment.

The organization needed to:

- Strengthen cybersecurity and threat protection capabilities
- Improve centralized management and governance
- Align with Microsoft's enterprise productivity and security ecosystem
- Migrate email, documents, and collaboration tools with minimal operational impact

Given the size of the organization and the critical nature of public services, the migration required a low-risk, well-governed approach with clear communication and stakeholder alignment.

Highlights

Sentia led an end-to-end modernization initiative for one of Canada's largest public-library systems, delivering a secure, enterprise-grade Microsoft 365 environment with minimal service disruption.

Brampton Public Library trusted Sentia as its strategic transformation partner, relying on Sentia's public-sector expertise to modernize collaboration while strengthening cybersecurity and governance.

Sentia delivered a future-ready digital workplace aligned with Microsoft enterprise and public-sector best practices, positioning BPL for long-term scalability and resilience.

The Solution

Sentia delivered a comprehensive, phased migration from Google Workspace to Microsoft Office 365, with a strong focus on security, planning, and change management. They started with a thorough assessment of data, usage, and security controls, and establishing a clear communication plan with key stakeholders. The Microsoft 365 tenant was configured to BPL's operational and security requirements, including domain setup, role-based license assignments, Exchange Online Protection, and a detailed staged migration plan with risk mitigation strategies.

The migration was completed in validated phases to reduce disruption, moving email, documents, and collaboration data to Exchange Online, OneDrive, and SharePoint Online while deploying Microsoft Defender for added security. Afterward, Sentia tested the environment, resolved issues, trained staff, and handed over all documentation and configurations to BPL's IT team, ensuring a smooth transition and full operational readiness.

The Value of Partnership

Sentia's structured methodology, public-sector experience, and cybersecurity expertise enabled Brampton Public Library to modernize its digital workplace with confidence. The new Microsoft 365 environment provides a secure, resilient foundation that supports collaboration, protects sensitive information, and positions the library for future growth.

"We could not have asked for a better partner than Sentia! Their technical know-how and commitment to the best practices made our Microsoft 365 migration a success."

*Director, Innovation & Technology,
Brampton Public Library*

Results

Through its partnership with Sentia, Brampton Public Library achieved:

- A seamless migration from Google Workspace to Microsoft 365
- Enhanced cybersecurity through Microsoft Defender and Exchange Online Protection
- Improved governance and centralized management of its digital workplace
- A modern collaboration platform supporting secure, scalable operations
- Confident user adoption supported by structured training and communication