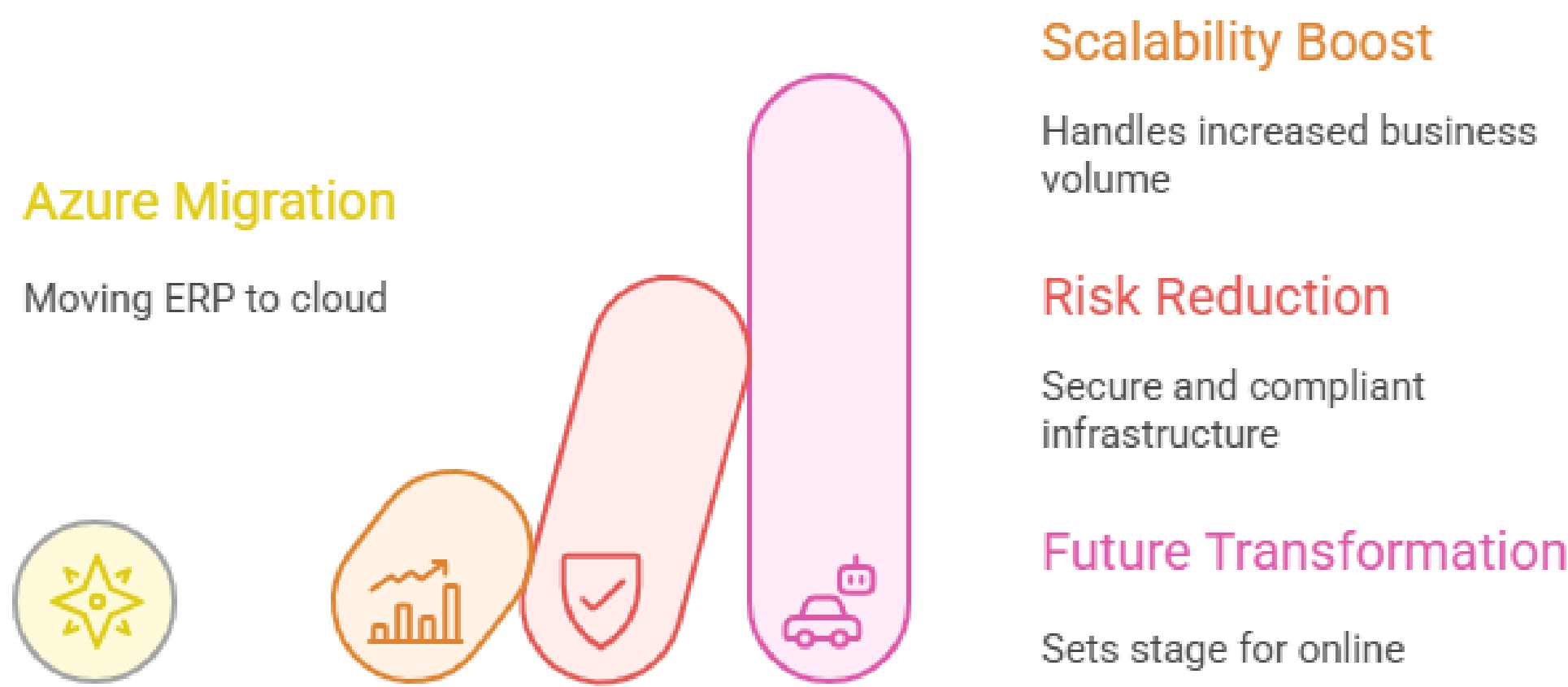


Modernizing Legacy ERP in Healthcare

A Secure Azure Migration Story

Executive Summary

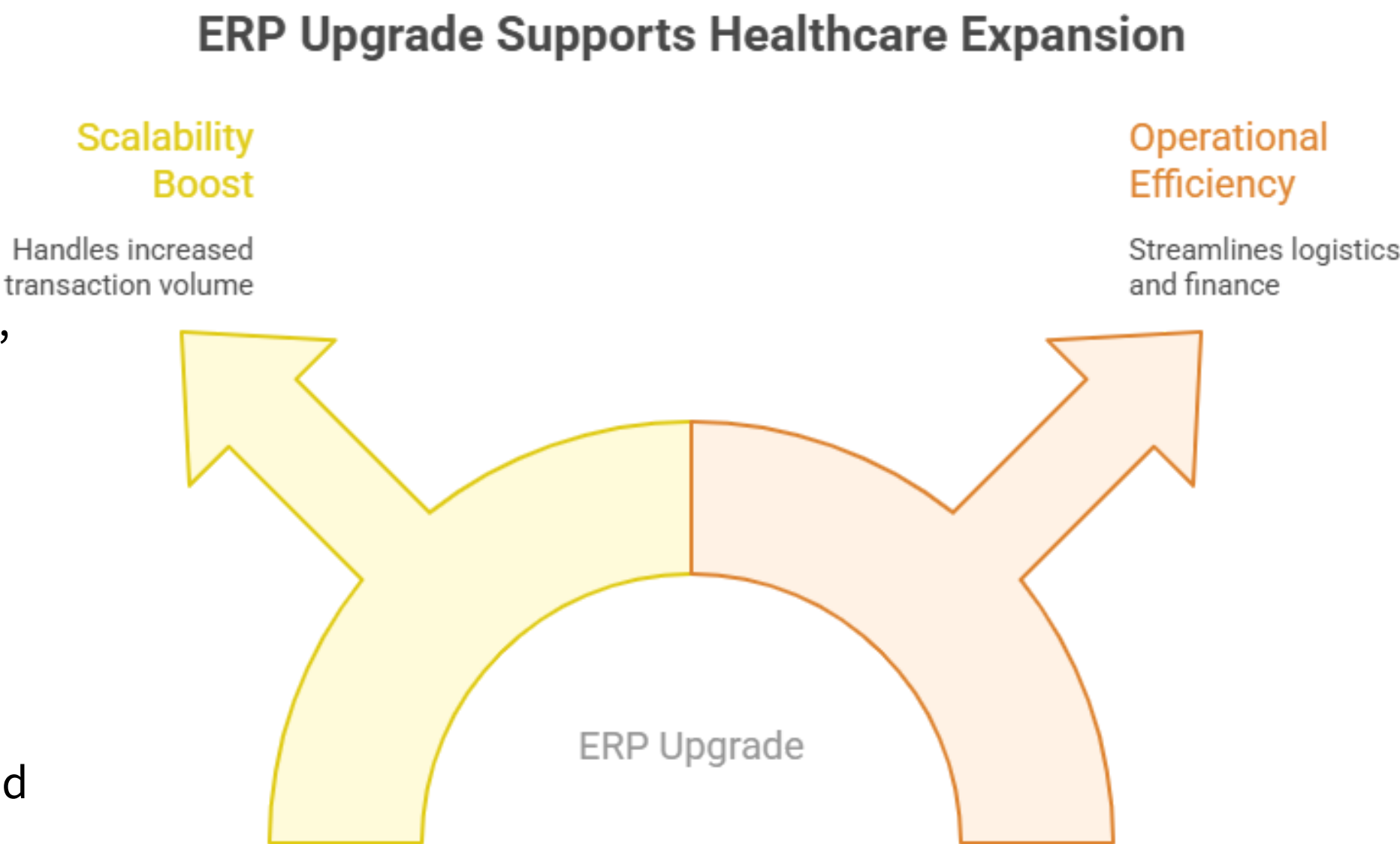
A major healthcare provider in Ontario partnered with Creospark to migrate its aging on-premises Enterprise Resource Planning (ERP) system (Microsoft Dynamics NAV 2016) to a more scalable and secure infrastructure hosted on Microsoft Azure. The goal was to address performance limitations caused by business growth while maintaining strict business continuity and compliance requirements. Through expert project management, advisory services, and collaboration with key technical partners, the client now operates on a hybrid cloud model reducing risk, boosting scalability, and setting the stage for future Business Central Online transformation.



Client Background

The client, one of Canada's largest home and community healthcare providers, serves thousands of patients across diverse locations. With more than five decades of experience, the organization relies on its ERP system for logistics, warehousing, finance, and operational management.

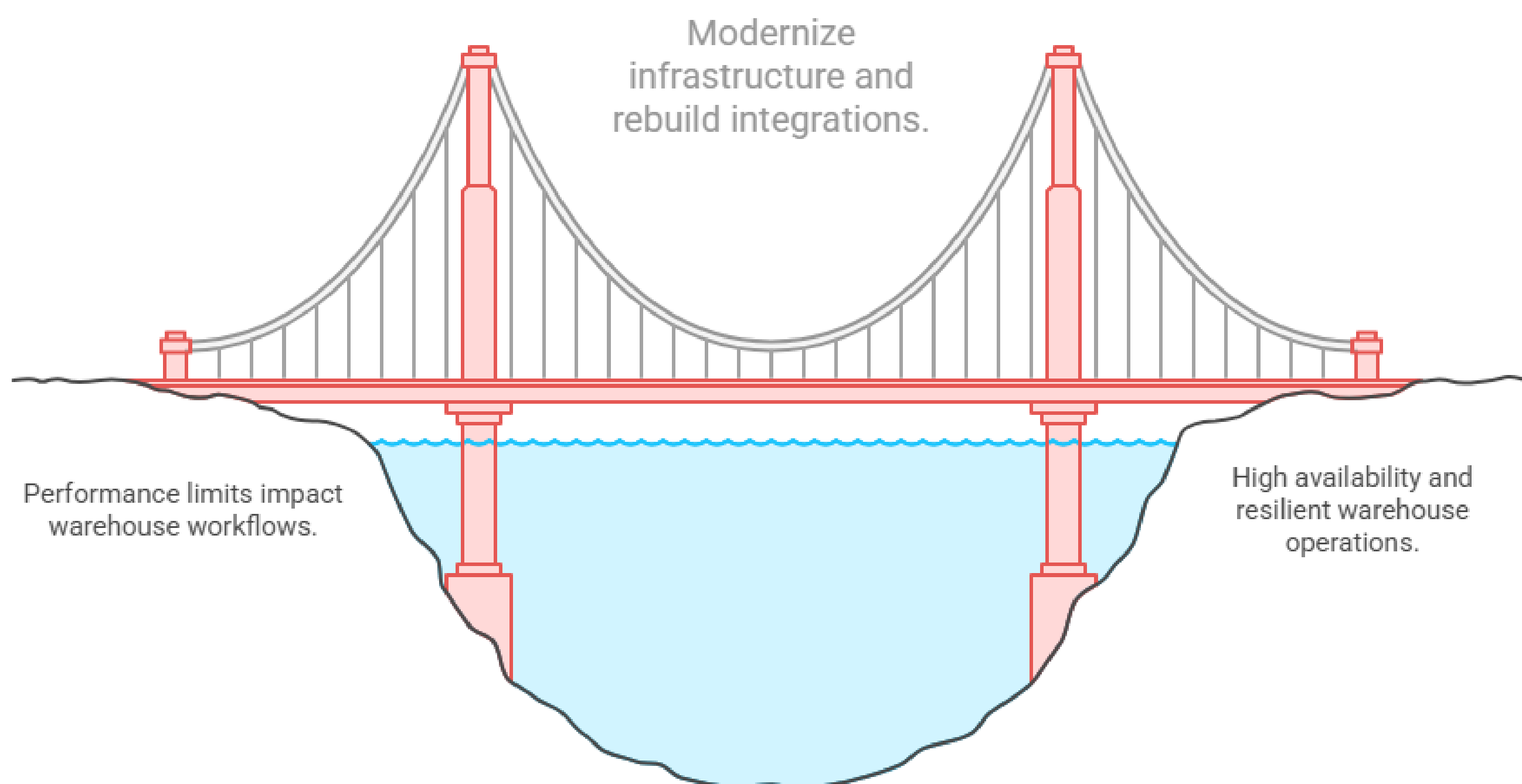
Previously running on Dynamics NAV 2016, the client was experiencing growing pains as transaction volumes surged. While the team had strong internal systems, the infrastructure needed to evolve to support the pace of expansion.



Challenge

The organization operated Microsoft Dynamics NAV 2016 entirely on-premises, and rising transaction volumes exposed performance limits. Warehouse workflows picking, shipping, delivery, packaging, labeling are tightly sequenced and intolerant of delay, demanding high availability and resilience. A full move to Business Central Online wasn't feasible, so a hybrid path was required: modernize the stack and infrastructure without changing operating models overnight. Compliance, uptime, and performance were non-negotiable in a health context. The NAV ecosystem relied on numerous integrations; to function behind cloud load balancers and modern network patterns, these integrations had to be inventoried and rebuilt rather than lifted and shifted. The cutover window was tight, leaving little room for extended testing or downtime, and the switch needed to occur with minimal disruption to downstream operations.

Modernizing Dynamics NAV 2016 for Performance and Resilience



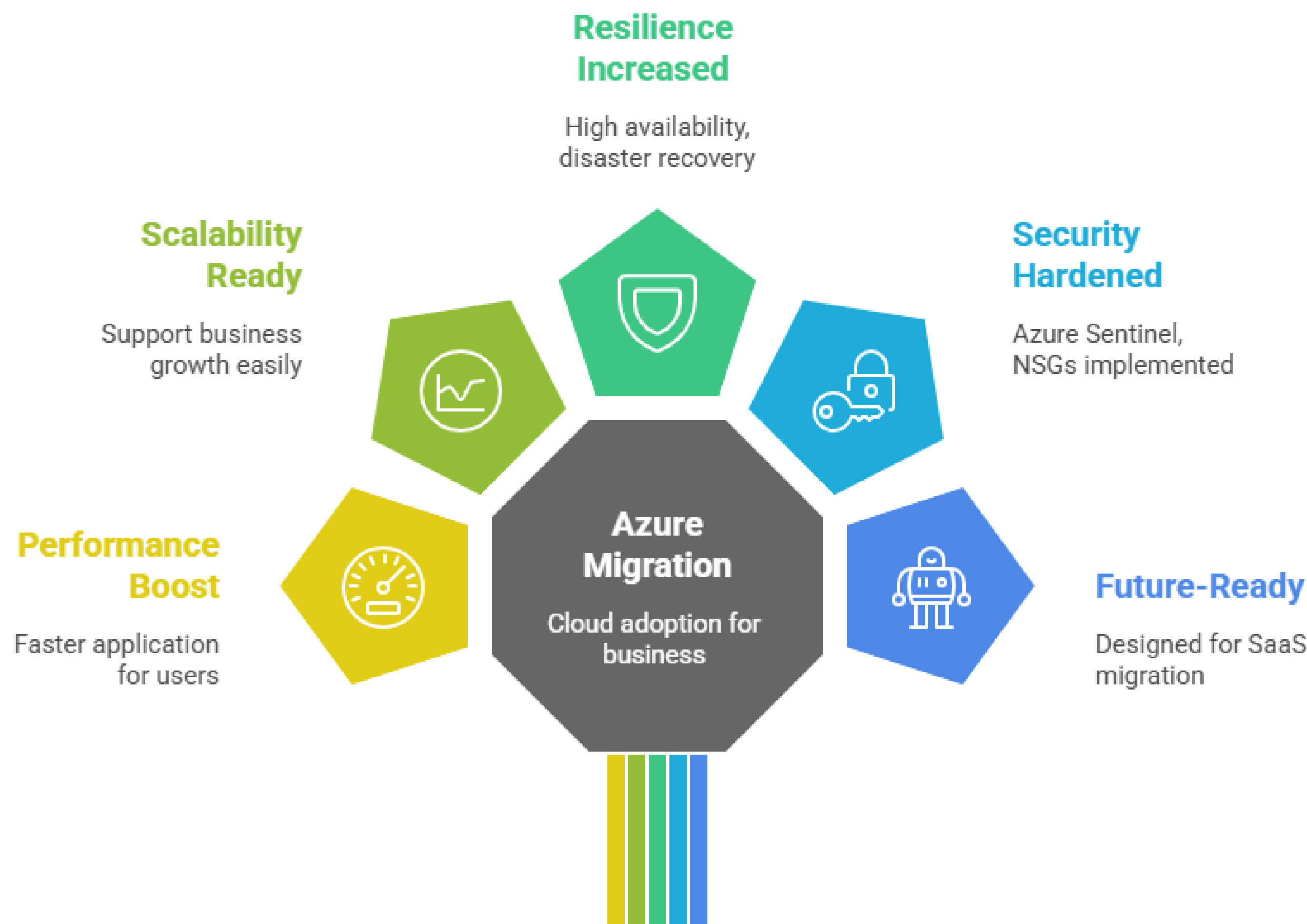
Solution

We led project oversight, advisory, and end-to-end coordination with partners Tricon and Omni Logics. We adopted Microsoft Azure IaaS while retaining on-premises systems for historical data, addressing immediate scale and performance needs without forcing a SaaS transition. The application layer was upgraded from NAV 2016 to Business Central v14; application and SQL tiers were deployed on Azure VMs for flexible sizing and operational control. High-availability and disaster-recovery configurations were implemented using Azure services. Integrations and reporting were rebuilt to work reliably behind Azure load balancers and with updated connection patterns, preserving business behavior while preparing for growth. A controlled DNS cutover shifted traffic from the on-premises stack to Azure with operational continuity and minimal downtime, meeting the tight cutover window.

Results

- Performance:** Improved application performance for ~250 users across multiple locations.
- Scalability:** Infrastructure ready to support business growth and increased volume.
- Resilience:** High availability and disaster recovery safeguards now in place.
- Security:** Azure Sentinel, NSGs, and best practices hardened the environment.
- Future-Ready:** Azure environment designed for potential full migration to Business Central SaaS.

Azure Migration Improves Business Infrastructure



Technologies Used

Azure Landing Zones, Azure VMs, Azure Load Balancer, SQL Server, Azure Monitor, Azure Application Insights, Sentinel, Business Central v14, DNS Cutover, Citrix, ExpressRoute, VPN Gateway

Looking to modernize your legacy infrastructure without disrupting your operations?

Let’s talk about hybrid migrations that fit your pace and compliance needs.

Book a Consultation