# KASCADE

## Case Study:

## Consolidating Middleton's Legacy On-Prem File Servers into SharePoint Online

Unifying three municipal departments under a modern, secure collaboration platform.

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The Town of Middleton, MA operated three independent on-prem Windows domains (Town Hall, Fire, Police). Data silos, inconsistent access controls, and outdated infrastructure created risk and slowed operations. KASCADE modernized the town's environment by migrating all departments to Microsoft 365 SharePoint Online.

Scroll down to walk through our journey　　→

# The Challenge Landscape

## Fragmented Windows Domains

Three separate domains made collaboration and governance difficult.

## Limited Remote Access

Police and Fire staff struggled with slow or unreliable access in the field.

## Inconsistent Permissions

Nested NTFS structures created access gaps and security risks.

## Aging On-Prem Infrastructure

No redundancy, limited backups, no MFA, and outdated controls.

## Documentation Risks

Versioning inconsistencies complicated public records responses.

# Why Action Was Needed

## Before (Legacy State)

Field Access Limitations

Fragmented Identity

Poor Retention Controls

High Infrastructure Risk

## After (Required Outcomes)

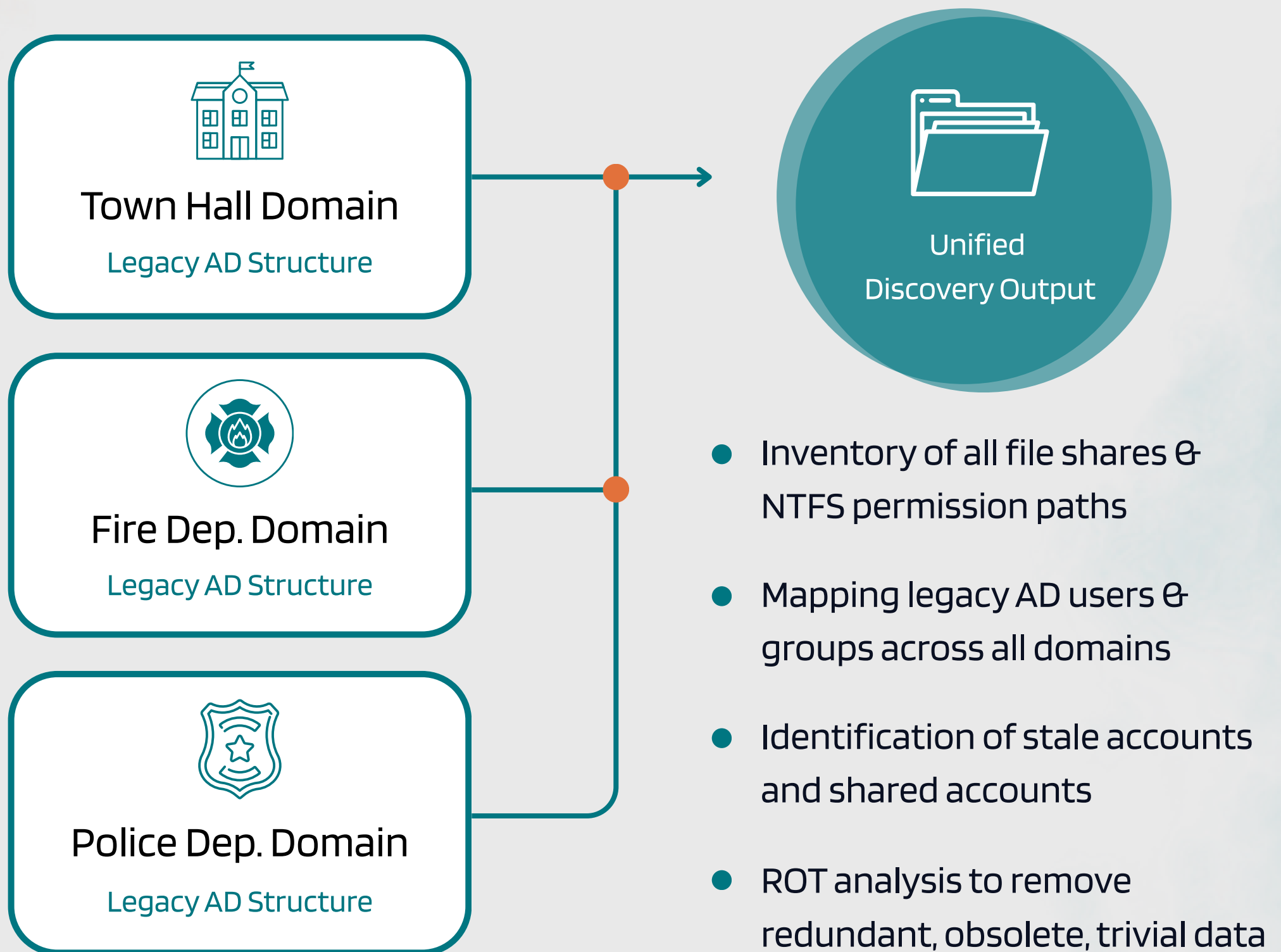Modern cloud access needed for mobile-first public safety

Centralized identity governance required for security & compliance.

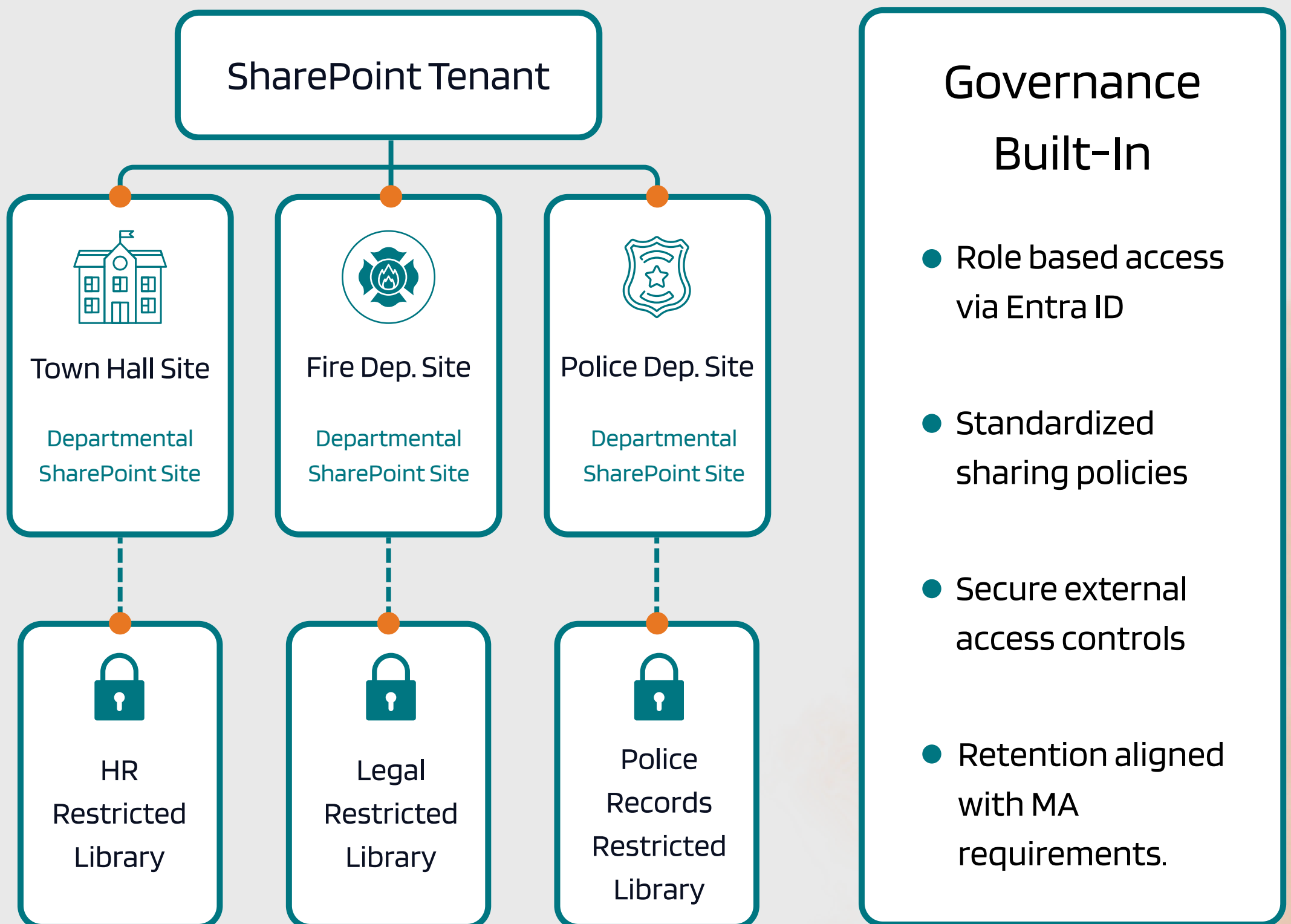Improved retention and audit trails were essential for public records

Eliminating aging infrastructure reduced operational risk

Modernization wasn't optional - it was essential for security, mobility, and compliance.

# Unified Discovery Across All Town Domains

**Town Hall Domain**

Legacy AD Structure

**Fire Dep. Domain**

Legacy AD Structure

**Police Dep. Domain**

Legacy AD Structure

Unified
Discovery Output

- Inventory of all file shares & NTFS permission paths

- Mapping legacy AD users & groups across all domains

- Identification of stale accounts and shared accounts

- ROT analysis to remove redundant, obsolete, trivial data

# A Governed SharePoint Information Architecture

**SharePoint Tenant**

## Town Hall Site
Departmental SharePoint Site

## Fire Dep. Site
Departmental SharePoint Site

## Police Dep. Site
Departmental SharePoint Site

## HR Restricted Library

## Legal Restricted Library

## Police Records Restricted Library

## Governance Built-In

- Role based access via Entra ID

- Standardized sharing policies

- Secure external access controls

- Retention aligned with MA requirements.

# Data Migration Execution

## Discovery
Inventory of data, file paths, and permission structures

## Preparation
Permissions cleanup and access model alignment

## Migration
Staged data transfers with minimal disruption

## Cutover
Department-by-department transition planning

## Validation
Post-migration verification and security auditing
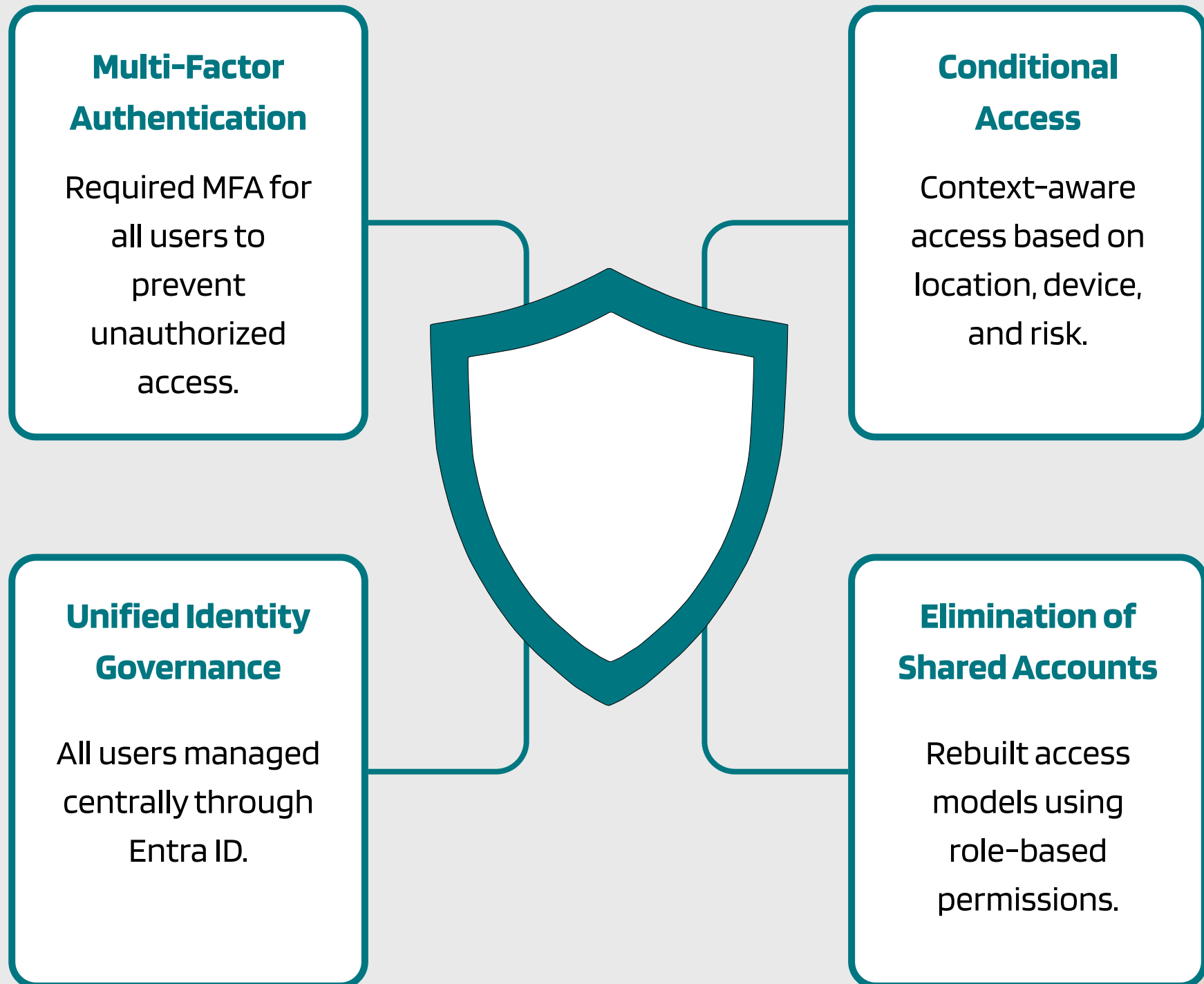
## Execution Controls

- Night and weekend migrations
- SharePoint Migration Manager
- PowerShell validation & auditing
- Department-level cutover coordination

## Public Safety Protection

Fire and Police departments received isolated testing phases and controlled cutover windows to ensure uninterrupted operations.

# Identity & Access Modernization

## Multi-Factor Authentication

Required MFA for all users to prevent unauthorized access.

## Conditional Access

Context-aware access based on location, device, and risk.

## Unified Identity Governance

All users managed centrally through Entra ID.

## Elimination of Shared Accounts

Rebuilt access models using role-based permissions.

Three legacy domains replaced with one secure identity platform.

# Training & Change Management

## Tailored Department Training

On-site sessions customized for Town Hall, Fire, and Police workflows.

## Practical Enablement Tools

Quick-reference guides and permission testing workshops for staff leads.

## Modern Access Adoption

Mapped drives replaced with OneDrive and SharePoint shortcuts.

## Public Safety Enabled

Fire and Police personnel gained secure, mobile-friendly access without VPN constraints.

## Adoption Outcomes

- Faster user onboarding
- Reduced support tickets
- Improved confidence in file access
- Consistent usage across departments

Change was guided, supported, and adopted across every department.

# Outcomes & Impact

## Unified & Secure File Environment

- All departments consolidated into SharePoint Online
- Centralized access controls and permissions
- Legacy file servers retired

## Stronger Security Posture

- MFA and Conditional Access enforced
- Elimination of shared accounts
- Improved visibility and auditability

## Improved Compliance & Accessibility

- Better retention and version control
- Faster public records response
- Secure mobile access for Fire and Police

**3** legacy domains consolidated

**1.5 TB** of data migrated

**0** operational disruptions

Modernization delivered security, clarity, and confidence across the town.

# Contact Kascade Today!

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