Modernizing Facility Bookings with Microsoft Power Platform for The Municipality of Highlands East

Customer Profile

The Municipality of Highlands East, located in central Ontario, covers 758 square kilometers and was established in 2001 through the amalgamation of the former townships of Bicroft, Cardiff, Glamorgan, and Monmouth. It is home to around 3,800 residents, with a significant seasonal population.

Known for its stunning natural beauty, including over 70 lakes, Highlands East offers abundant outdoor recreational opportunities. The municipality prioritizes sustainable living, community engagement, and economic diversity while working to preserve its rich history and environment for future generations.

Goals
- Reduce Booking Time
- Enhance Reporting
- Improve Resident Experience

Industry
Local Government (Cities, Towns, Villages, and Regional Districts)

Country or Region
Ontario, Canada

Partner
Endeavour Solutions Inc.
www.endeavoursolutions.ca
www.purelycrm.com

Business Challenge

The Municipality of Highlands East faced significant challenges in managing facility rentals across its community. The existing process was entirely manual: residents phoned municipal staff to inquire about availability, who then manually entered requests into an Excel sheet.

Facility schedules were managed separately by multiple staff members, and communication with renters involved lengthy back-and-forth emails. Sharing facility access codes and tracking updates added further complexity. This created inefficiencies, administrative bottlenecks, and inconsistent user experiences for both municipal staff and residents.

Solution

To address these challenges, Highlands East partnered with Endeavour Solutions on the development of a Municipal Facilities Booking Application using Microsoft Power Platform, Outlook, Teams, and SharePoint.

The solution modernized and streamlined the rental process by introducing a structured, automated booking system with:

- **A public-facing booking page** for residents to view and submit rental requests.
- **Automated forms and approval workflows** that eliminated repetitive data entry.
- **A color-coded calendar dashboard** in CRM for staff to easily manage pending and confirmed bookings.
- **Automated email notifications for renters** and staff for every stage of the process.
- **Integration of a facility code generator** to manage monthly access codes and distribute them securely.
- **Feedback survey forms built into the system**, enabling data-driven reporting.
- **Secure, role-based access controls** for different staff members.
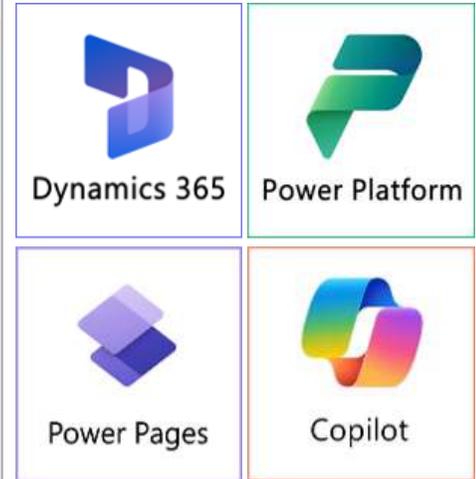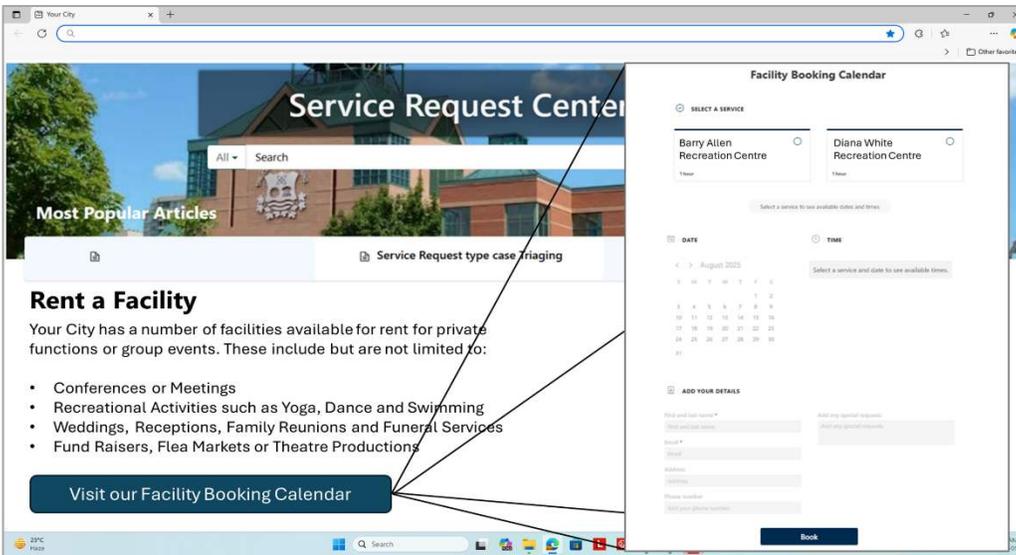
Key Impacts

The new application delivered transformative results for the Municipality of Highlands East by streamlining workflows, automating administrative tasks that previously required multiple calls, email threads, and spreadsheet updates into one centralized dashboard. Staff now manage rentals in a fraction of the time, with reporting, consolidations, and approvals happening **65% faster**.

A single booking calendar offers a consolidated, error-free view of all facilities, while residents enjoy an intuitive online booking form, recurring event options, and simplified communication. Security improved with 100% automated access code generation, and data-driven insights from feedback and booking analytics support long-term planning and optimization.

Project Summary

By leveraging the Microsoft Power Platform and aligning the design with the municipality's real-world processes, Highlands East successfully transitioned from a resource-intensive, manual system to a modern, digital-first facilities management solution. This case highlights how municipalities can harness technology to deliver operational efficiency, better community experiences, and improved governance.

Learn more about our Municipal Facilities Booking Application: www.purelycrm.com/facilities-booking-app/

About Endeavour Solutions

Endeavour Solutions is a Microsoft AI Cloud Partner and leading CRM consultancy specializing in Microsoft Dynamics 365 across North America. With offices in both Canada and the United States, Endeavour offers a full suite of services—including consulting, implementation, upgrades, custom development, data analytics, training, and ongoing support for Dynamics 365 CRM and related Microsoft platforms.

Our firm is recognized for its award-winning expertise and commitment to helping mid-sized organizations improve their sales, customer service, and marketing performance. Endeavour's proven track record, industry recognition, and deep Microsoft knowledge make it a trusted partner for driving CRM success.