



End User Computing (EUC) Partnership Strategic Outcomes

TRANSFORMATIONS
AND OUTCOMES



Partner Best Practice Sharing
OUTCOME BASED PROCUREMENT

THE CHALLENGE

- Step away from traditional hardware procurement.
- Consider all of the inputs across the lifecycle.
- View all End User Computing requirements as a complete Practice area.
- Abandon traditional hardware RFP, state desired strategic outcomes, and seek an Enterprise Managed Service.



Saskatoon tech firm lands \$38 million government contract



SHARE

A Saskatoon-based company, WBM Office Systems, has landed a five-year, \$38 million provincial government contract to install, configure and deploy computers and other devices for about 10,000 bureaucrats.

A^A

ADJUST

“It’s a very substantial award,” said Brett Bailey, vice president and co-owner of the information technology company.



OUTCOME 1 : AN ONSITE EUC OPERATIONS CENTER

- Designed and built by WBM
- Exemplifies that there is now a truly vested partner aligned with desire to drive efficiencies.
- Momentum builds around what happens when Enterprise gets “out of the business” of managed IT and asks simply for results.



ITD OPERATIONS CENTRE PROJECT HIGHLIGHTS



197.5 overtime hours to plan, pack, deliver, install & stock – pre-installation & planning to ensure security & functionality on **Day 1**



Operational **Day 1** with processing of **25** work orders, **65** returned items & the build / test of a mobile lab prior to end of day



1240 square feet of shelving dismantled, packed on to pallets, delivered & installed



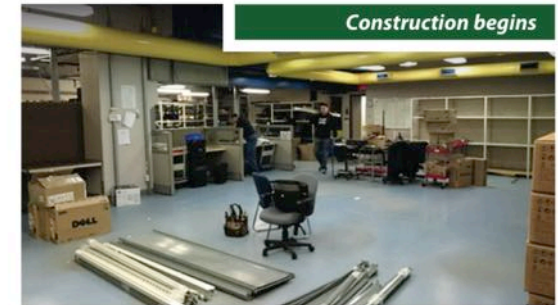
Over **1000** items tracked & audited during the move to ensure complete delivery with **609** devices within ITD queues that were scanned as well



Team consumption of **64** pieces of pizza, **4** gallons of coffee, **60** Timbits, **4** dozen donuts, **16** sandwiches & **24** PowerAde



42 pallets & **123** boxes of equipment moved with **0** minutes of downtime



OUTCOME 2 : A PUBLISHED REFRESH SCHEDULE OFFICIALLY COMMUNICATED TO ALL MINISTRIES

- Never before possible when trying to self administer deployments among thousands of other higher priority service desk incidents.
- End User computing moving from a pain point and bottleneck, to a customer service win for CSR's as new technology is anticipated and begins to flow.
- By taking control of all government refreshes, WBM can efficiently manage purchasing cash flows, staffing requirements, and smooth out peaks and valleys.

2016 DEPLOYMENT BREAKDOWN by MONTH	Desktops	Laptops	TOTAL
MAY	35	100	135
JUNE	134	208	342
JULY	156	307	477
AUGUST	218	322	540
SEPTEMBER	160	326	486
OCTOBER	186	232	418
NOVEMBER	227	221	448
DECEMBER	101	78	179
TOTAL	1217	1794	3025

OUTCOME 3 : DELIVER INNOVATION & COST SAVINGS WITH ADVANCED TECHNOLOGY SELECTION

- Significant shift from the RFP being the selection point for hardware over the term.
- No longer “Locked in” ... By first selecting a partner for outcomes rather than issuing an RFP for products, the Government now has a multi year engagement in place, but has the freedom to select any technology, from any manufacturer, at any time.

HARDWARE COST REDUCTION

As a result of the EUC Program, the Government has realized significant cost savings over our previous annual hardware budget. These funds can now be allocated in other areas to better support the needs of our client ministries.

Device Type	Savings per Device	2016 Scheduled Deployments	OVERALL SAVINGS
LAPTOPS	\$282	1045	\$294,690
DESKTOPS	\$154	1532	\$235,928

YEAR 1 COST REDUCTION : \$530,618

CASE STUDY 1 : POWER USER LAPTOPS

GoS leverages a power user laptop as a mobile workstation. In selecting a new model several options were evaluated. The winner was the Dell Precision 7710 Workstation. In selecting the Dell, ITD was able to hold the line on pricing but add:

- Solid State Drives
- RAM upgrade from 8GB to 16GB
- Faster video card
- Custom Dell software for application performance

Significant enhancements while holding the line on price



CASE STUDY 2 : DESKTOPS

The majority of the devices deployed at GoS are desktops. There are approximately 7000 desktops deployed and supported by ITD. The selection for this device needed to perform on price and logistics. The key innovations were:

- 4gb to 8gb
- Much smaller 'Micro Form Factor'
- Solid State Hard Drives
- Innovative solution for legacy VGA connectivity

Overall price reduction : \$154 / device



CASE STUDY 3 : LAPTOPS

The laptop standard for GoS needs to be flexible, light, durable, and powerful. The Lenovo T460S was selected for its slim form-factor and computing power. The GoS may also be able to use this device for ultra portable users and executives which will further streamline the models. The key innovations were:

- Solid State Drives
- RAM upgrade from 4GB to 8GB
- Leverage the existing docking stations
- Slim form factor and weight reduction
- Increased battery life

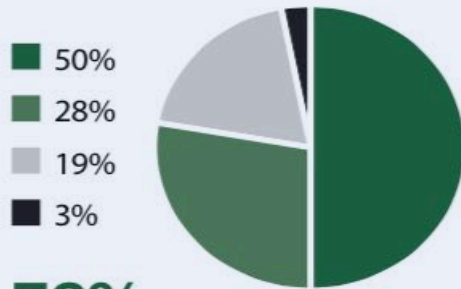
Overall price reduction : \$282 / device



OUTCOME 4 : MEASUREABLE END USER SATISFACTION RESULTS

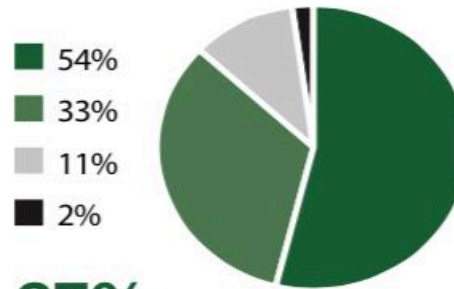
CUSTOMER SATISFACTION SURVEY RESULTS

QUALITY OF SERVICE EXPECTED



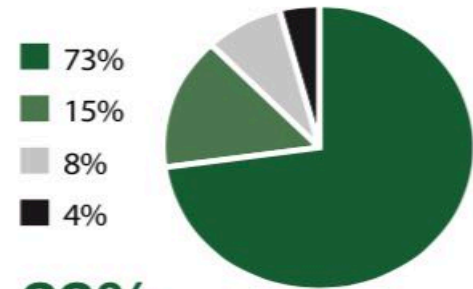
78%
SATISFIED

QUALITY OF SERVICE RECEIVED



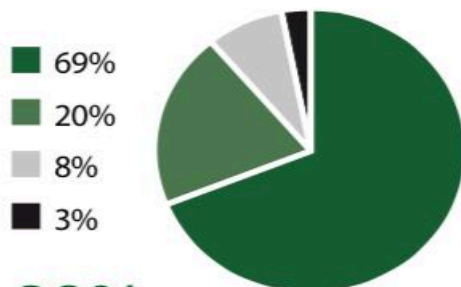
87%
SATISFIED

OVERALL SATISFACTION



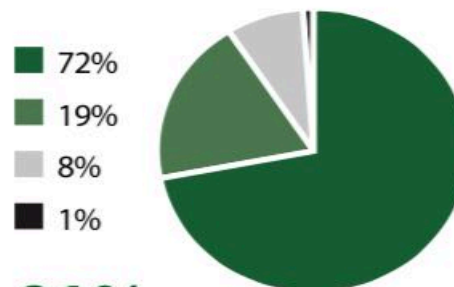
88%
SATISFIED

KNOWLEDGE OF STAFF



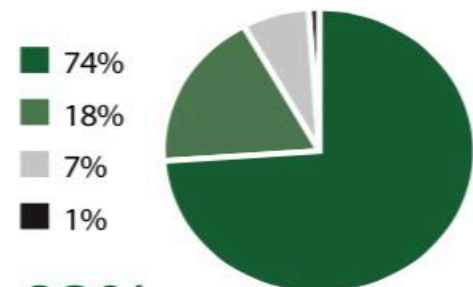
89%
SATISFIED

TIME TO UPGRADE



91%
SATISFIED

STAFF WERE HELPFUL



92%
SATISFIED

Legend → ■ Very Satisfied ■ Somewhat Satisfied ■ Somewhat Dissatisfied ■ Very Dissatisfied

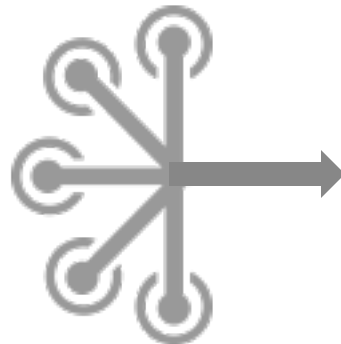
OUTCOME 5 : UTILITY BASED FINANCIAL MODEL

Prior to the execution of the new agreement the Government of Saskatchewan procured many services relating to an EUC device through a variety of financial models and stand alone engagements.

- Flat monthly fee for warehouse services
- Per device fees for drive wipes and return to lease
- FTE's for device builds
- Large scale projects for device deployments
- Ad hoc FTE service for coverage
- Assessment fees for warranty repairs

In moving to the EUC program, GoS now receives all of these services under a single monthly cost per device.

This provides financial clarity, administrative efficiency, and focus, allowing both GoS and WBM to focus on the achievement of service levels and outcomes across the execution of the EUC Strategy.



Multiple fixed and variable costs across multiple departments now consolidated into a single cost per device, and seamlessly integrated into the hardware lease amount.

OUTCOME 6 : EXTENDING VALUE TO THE BROADER PUBLIC SECTOR



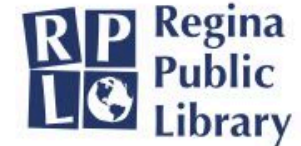
COURTS of
SASKATCHEWAN



UNIVERSITY OF
SASKATCHEWAN



City of
Saskatoon



Government
of
Saskatchewan

EUC Partnership
Strategic Outcomes





End User Computing (EUC) Partnership

THANK YOU!



Partner Best Practice Sharing
OUTCOME BASED PROCUREMENT