WBM Win7 Upgrade Review
**MAY 9, 2014**

Welcome 227 New Locations to the Agrium Family

In March of 2012, Agrium entered into an agreement to purchase over 240 retail assets from Viterra. The acquisition represented significant growth to Agrium who went from 65 locations in Western Canada to 275 total retail locations. At the time of the acquisition, Agrium CEO Mike Wilson commented:

"I would like to extend a warm welcome to our new employees and customers. We look forward to building on Viterra's impressive track record to continue bringing improved technology, products and service to growers in western Canada."

Agrium was now faced with the challenge of integrating roughly 1500 new employees and 227 new locations into the Agrium family. The infrastructure at each of these sites needed to converted over to Agrium and at the same time the PC fleet needed to be upgraded to Windows 7.

For the project to be considered a success the following would have to be achieved:

- Deliver a great first impression to the new Agrium employees
- Complete inventory of Agrium assets at each site
- Upgrade PC's to Windows 7
- Total site conversion minimizing down-time
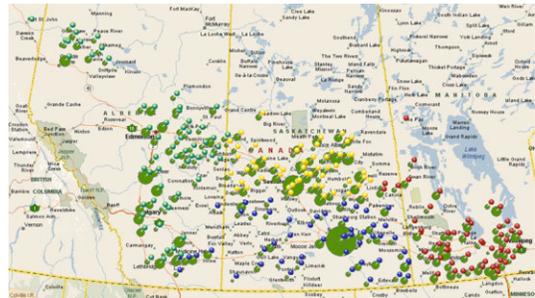
In order to complete the project in the four month window, Agrium knew that they would need a flexible partner with experience servicing the geography of these new sites. Partnering with WBM was an easy decision for Agrium. WBM has a long-term relationship with Viterra providing both print and desktop services to the sites. They were able to provide the resources and expertise around the sites as well as the flexibility required to visit 227 locations over a cold Canadian winter.

Deliver a Great First Impression

For many of the employees at the Viterra sites this would not be the first time that they had been through an acquisition. For some sites it was the third time they had been through this process. It was very important to Agrium that the employees receive a positive first impression from becoming part of the Agrium family.

WBM went to great lengths to meet and exceed this expectation and most importantly be able to report on the overall satisfaction of the process.

CLIENT SATISFACTION
RESULTS FROM 216 COMPLETED COS CARDS

98% SATISFIED

Working with Agrium, WBM developed a comprehensive checklist that was completed for each site. The technician's onsite wore Agrium vests and identified themselves as being there on behalf of Agrium. Issues were quickly escalated to the Agrium or Viterra NOC to resolve and the team would not leave a site until all of the tasks had been completed.

When a site was completed, the site technicians would leave behind a Conditions of Satisfaction (COS) card to be completed.

Overall 98% of the sites gave back a 5 out of 5 rating for the service provided.
The following is a sample of some of the comments received from the Argium team:

"Yes the install team was excellent. Helpful and patient - very professional."

"They were able to set me up the way I wanted to improve efficiency and gave other suggestions where appropriate."

"Answered all questions, and if they didn't know, made a call and got answers."

"We're a bunch of crazy people at this location so they fit in just fine!"

"Very nice guys. Great at explaining everything and guiding through a transition."

"Very quick to allow us to get back to work quickly"

Complete Inventory of Agrium Assets

Many of the sites to be converted were in remote areas. Overtime the accuracy of the inventory begins to deteriorate and there was a lot of uncertainty of the accuracy of the asset database going into the project. One of the outcomes that was very important to Agrium at the conclusion of this project was an accurate and up-to-date database of the inventory at each site. WBM was able to:

- Locate and document every asset at each site
- Capture serial numbers and asset tag information for all devices
- Provide pictures of the overall site condition
- Document the physical location on site of each device (this was especially relevant with the network equipment that was often located in interesting and unexpected locations)
- Provide this data to Agrium to be uploaded and captured

INVENTORY ACCURACY
100% OF DEVICES CONFIRMED

100%
ACCURACY

Total Site Conversion / Minimizing Downtime

Each of the sites needed to go through a full conversion from Viterra infrastructure to Agrium. Viterra leveraged a thin-client infrastructure that relied heavily on investment in Citrix for delivering applications. The sites were being converted off a virtual environment into a thick-client infrastructure with laptops and desktops. There was a specific process developed for each site that included:

1. **Inventory site**
2. **Replace network equipment**
3. **Work with Viterra & Agrium NOC's to transfer site**
4. **Update printer configuration**
5. **Replace thin clients with Windows 7 desktops**
6. **Replace laptops with Windows 7 laptops**
7. **Verify connectivity for all devices**
8. **Record any other outstanding issues**

Over the course of the project, WBM was able to average 38 minutes of downtime per site and there were only two sites that could not be converted.

Taken as a whole the project was a huge success. There were a number of delays that could not be avoided as the final acquisition was delayed a number of times by the Competition Bureau of Canada. This pushed the project from the summer to the winter. Despite the challenges from the weather, WBM and Agrium were able to work together to manage the schedule and get the conversion completed. Some of key learnings from the project included:

- Approached as a value added service to end users
- End users confirmed as overall happy & cooperative
- Sites verified as generally in good condition
- Cabling cleanup completed and network room location documented as not ideal
- Project planning and preparation noted as a stream-lined single coordinated effort between our teams

SITES CONVERSION

99%
227 Visited / 225 Completed

95%
First Call Effectiveness

TIME ON-SITE

3.25
Hours Average Per Site

40
Minutes Average Per Site

DEVICES / OS DEPLOYED

1598
Devices Deployed

98%
Windows 7 OS

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