



A Managed End User Computing Deployment Cycle

EXECUTIVE OVERVIEW & BUSINESS RESULTS

FCL has invested in creating a strategic partner-vendor relationship with Saskatchewan based WBM, focused on providing both print and computer services to FCL's sites in a consistent manner and as an Enterprise wide program.

In 2015, FCL began working with WBM, completing a first refresh of desktops, laptops and monitors, retiring the remaining Windows XP computers and replacing outdated hardware.

FCL and WBM are now working to deliver a consistent technology refresh, using a Best Practice approach that ensures our technology is enabling workflows, while also leveraging a partnership for the task level execution, and allowing the FCL team to stay focused on critical strategic management.

As a result of the initial refresh, asset locations were confirmed and identified, lessons were learned, and the organization was brought into position to identify and schedule the 2016 PC refresh schedule.



Low Disruption High Impact Technology Enhancement

KEY SUCCESS FACTORS

- Consistent communication
- Low end user impact
- End user choice on device
- Asset recording
- Weekly updates
- End user satisfaction

In order to complete the project within a limited timeframe, FCL turned to their WBM relationship to leverage a proven and flexible partner with award winning experience in field service delivery.

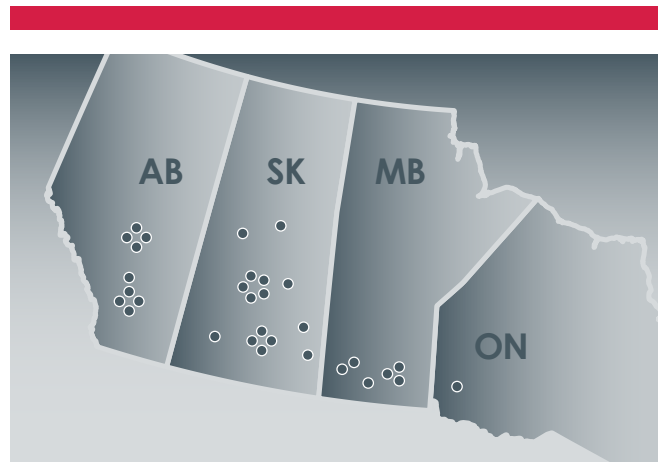
WBM holds a close and high level partner relationship with Dell Canada, and working together, FCL, Dell, and WBM were aligned in ensuring that all device requirements were in place for on time deployments during the project.

434 Computers Replaced

17 FCL Locations Upgraded Across Canada

A Consistent Global Infrastructure

Working as a team, FCL was able to govern and manage, while leveraging the field deployment teams at WBM to deliver these results not only to home office end users, but to FCL employees across a wide geographic area as required, ensures a consistent methodology and experience globally.



SCORE

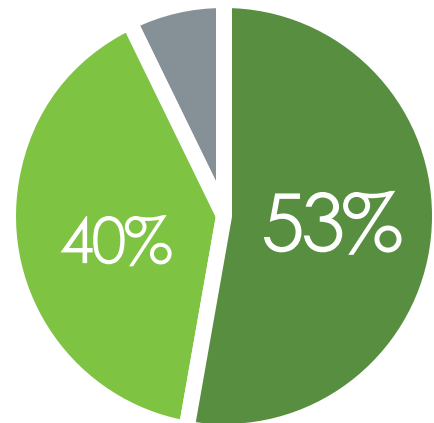
Customer
Overall Satisfaction

VERY
SATISFIED

4.42/5

End User Satisfaction

- It is extremely important to FCL that the employees have a positive impression of the onsite teams. We went to great lengths to meet and exceed their expectations and most importantly be able to report on the overall satisfaction of the process.
- A comprehensive checklist was completed for each site.
- After the site refresh was completed a "Conditions of Satisfaction" (COS) card was emailed out by the deployment team.
- Overall the FCL / WBM Team succeeded admirably with some lessons learned for next time, and a total score for this refresh of "Very Satisfied"



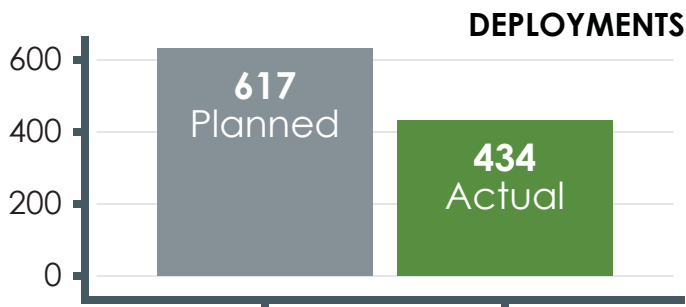
SURVEY RESULTS



Data Validation

DEPLOYMENTS PLANNED VS. ACTUAL

- Working with the initial data set and available asset records, a planned deployment roster was created.
- As the project ran, data that was stale or incomplete was identified and brought current.
- The WBM team had a process for discovering new or unknown end user changes or device locations. Some of the devices and end users were non-existent and needed to be deleted from the list, while others needed to be added.
- Based on the findings, an additional set of end users would be added to the deployment list, and the target refresh number was achieved.

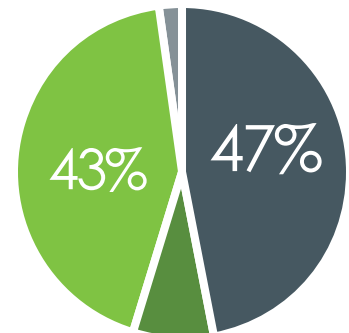


DEPLOYMENTS BY TYPE

- At the beginning of the project, it was decided that we would be replacing devices in a like for like fashion (laptop for laptop etc.).
- Based on information and feedback, the opportunity arose and FCL capitalized give the end users a choice in what type of hardware they would like to have their current device replaced with.
- The end users seemed to enjoy the opportunity to choose their own device and size. WBM was able to work with Dell to ensure that there were no disruptions due to hardware restraints even with the decision to include multiple device sizes.

DEVICE TYPE

- Desktop
- 15" Laptop
- 14" Laptop
- 12" Laptop



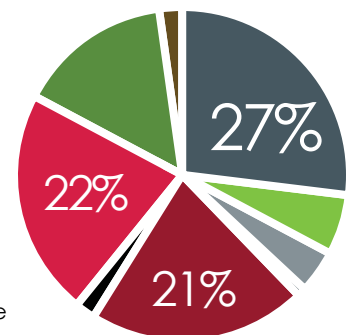
Continuous Process Improvement

As this was the first project that WBM and FCL had completed together for PC deployment it was important to track not only the deployment successes but also to understand why a deployment would have failed.

The majority of the failed deployments were a result of incomplete and inconsistent data. This data will help shape the pre-work that will be done for the next round of deployments.

DEPLOYMENT FAILURE

- Undiscovered
- Recovery Only
- Client Refused
- Hardware Issue
- Application Issue
- Already Upgraded
- User Unavailable
- Machine Sent Back
- Unable to Locate Machine



Lessons Learned

- Ensure proper BUILD area
- Purchasing process
- Level of awareness of the Refresh to the general staff
- Image patching
- WBM access to image to consult on readiness of image for deployment
- Comply with FCL work attire
- Software packaging support by IT, vendors, staff, etc.
- Special Applications – review responsibilities and process to move to Win7
- Special hardware needs
- Review process on how to capture data from off-line systems
- Account Access to various file shares to ensure installation of all applications
- Software Inventory – need use tools (scripts) to capture this data
- Validated Client list (name and system serial number)



Overall Observations

Going into the project, WBM and FCL had high expectations from the results in terms of customer satisfaction and efficiency.

Having now visited all of the sites in 2015, WBM will be able to create a more efficient travel schedule that will ensure the overall timeframe of the project reduced in 2016.

The speed of the project was done without sacrificing the quality of the deployments and customer satisfaction.

There were many challenges over the course of the project and many lessons Learned however the net result was another project completed on-budget and with happy end-users.

KEY DISCOVERIES FROM THE PROJECT HAVE INCLUDED:

- Value of clear documented process for all asset Handling
- End users confirmed as overall happy & cooperative
- Proof of the value of complete & detailed technical Procedure documentation, Project planning & preparation
- Common values between the people of FCL & WBM was evident. Our people work well together in the field locations, and relationships with the end users have been built around a genuine care for each other.

Thank you to the team at FCL for the opportunity to work together and participate in the success and ongoing advancement of the role that technology is playing across FCL.



FEDERATED CO-OP
END USER COMPUTING REFRESH

Print Solutions by
WBM Office Systems

