



# VISION & RESULTS

## City of Regina & WBM Managed Print Transition Project Accomplishments

The City of Regina ended a lengthy relationship with Konica Minolta and transitioned to WBM in early 2016. There were many challenges for us to ensure a seamless transition and great end user experience, including that end users were familiar with a specific brand of technology that was now being phased out.

Since WBM earned partnership with the City, we have been by your side every step of the way to ensure a seamless transition, alignment with business objectives, and a great experience for your end users. Following the RFP release in Spring 2015 through to the present, we have completed two (2) refreshes and we are happy to announce that the City and WBM have achieved all of the results documented herein.

Our dedicated City of Regina team conducted onsite assessments and spoke with end users in each City department that was about to receive new technology. This process ensured that end users participated in the development of their new solution and were excited when the day came to replace existing machines with 61 new Ricoh devices fit specifically to their workflows.



## City of Regina End Users Trained, Happy & Productive

- **HIGH SATISFACTION ACHIEVED** - End users award WBM Team with a COS Score of 9.0/10.0
- **TIME INVESTED TO UNDERSTAND NEEDS** - Dozens of hours were spent onsite learning end user requirements resulting in improved scanning capability, automated just-in-time toner replenishment and automated meter reads
- **CUSTOMIZED TRAINING** - End users learned how to remove a paper jam, place a service call, scan to email / folder, print, copy, fax and much more
- **ACCESS TO ADDITIONAL SUPPORT** - End users were given the WBM Team's direct contact information for any follow-up questions or requests for more training

## Efficiencies & Automation Introduced

- **CITY-WIDE FLEET STANDARDIZATION** - Now less time is required by COR ITS Team for network-related complexities and familiarity is increased for end users
- **JUST-IN-TIME TONER DELIVERY** - Now when managed devices reach a threshold of 20% toner is automatically sent from WBM to the end users
- **AUTOMATED BILLING** - Now the entire fleet of managed devices is routinely monitored for page counts and billing is automatically assembled into a single invoice

## Increased Service Capacity

- **SERVICE DESK INTEGRATION** - the COR ITS Team and WBM now work together to create a seamless, consistent service fulfillment experience for all end users across all devices
- **DATA SHARING** - the COR ITS Team and the WBM Asset Management Team now work from the same data consistency of information

## Future Refresh Preparation

- **SIMPLER FORECASTING** with a like-for-like solution that brings a mix of leased and purchased devices, some being quite old, all into a SmartLease with end lease units being data wiped, packed and shipped at no extra cost
- **A FLEET ROADMAP** with expert level advice for Refresh #1 in Spring 2016 and Refresh #2 in Summer 2016 so that future refreshes will be consistent and aligned
- Positioning the fleet to utilize **ADVANCED FUNCTION PRINTING**
- Laying the technology foundation for a **MOBILE PRINT STRATEGY** that will enable wireless printing
- End user focused **DEPARTMENT ASSESSMENTS**
- **CAPACITY** to fully service all City sites and deploy the entire fleet to meet the end-of-lease timeframe, including a test-deployment to help our teams prepare to work together



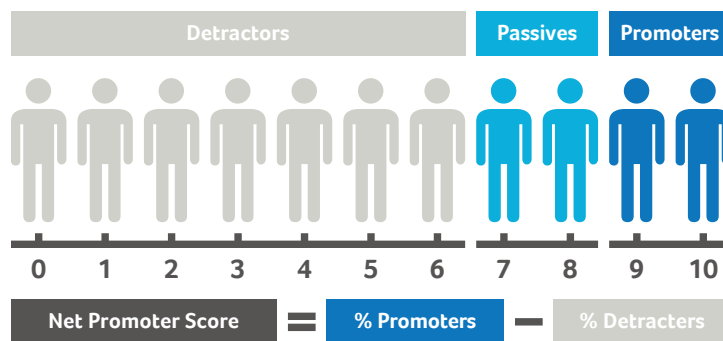
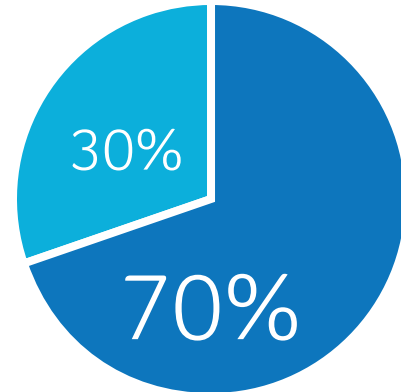
## Delivering a Great End User Experience

### NET PROMOTER SCORE

It was very important to the City that the end users have a positive impression of the deployment teams. We went to great lengths to meet and exceed their expectations and be able to quantify and report on overall satisfaction of this process.

A comprehensive checklist was completed for each site to ensure this business objective was met. After the site refresh was completed, a "Conditions of Satisfaction" (COS) card was filled out by the site liaison or a designated representative so we could publish the following results:

### PROMOTERS & PASSIVES



Promoters Detractors Passives

Overall the City of Regina & WBM Managed Print Team succeeded admirably with COS card scores averaging 9.0/10.0

# NPS=70

## Feedback from City of Regina End Users

*Very Polite, friendly and patient.*

Human Resources

*Training went smooth and our new environment is a big improvement.*

Communications

*Excited about some of the new features it has.*

Human Resources

*Very thorough and professional! New environment is a big improvement!*

Fire & Protective Services

*They answered all of our questions.*

Development Services

*The guys were easy going, friendly and straight forward. They answered all of our questions and concerns, and there are more features and functions.*

Governance & City Clerk

*He was very helpful.*

Development Services

*The speed and quality of the new device will be beneficial.*

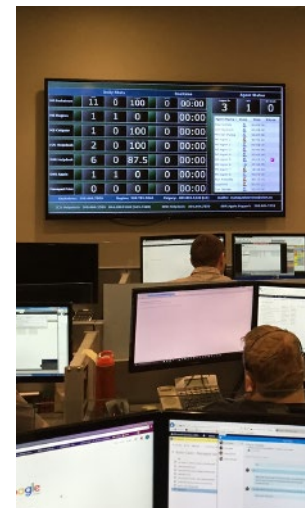
City Manager's Office

*Installation was quick and seamless. They answered all our questions and are following up to confirm those that couldn't be done right away.*

Legal Department

*They were super friendly and helpful. Excellent training and we like that we can contact WBM directly with questions.*

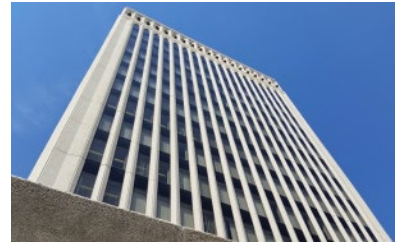
Utility Billing



## Device Deployment Performance

2 Refreshes Deploying 61 Devices Across  
35 City of Regina Sites over 16 days:

- **REFRESH #1** March 7th - 18th, 2016
- **REFRESH #2** May 30th - June 9th, 2016



1212M Winnipeg St.	2940 10th Ave.	2476 Victoria Ave.
1212Z Winnipeg St.	1770 9th Ave. N	2390 2nd Ave.
1250 Winnipeg St.	2124 11th Ave.	1101 Fleet St. N
6th Ave. & St. John St.	445 14th Ave.	1201 Ross Ave.
2 x 1483 6th Ave.	1075 Albert St.	2 x 1430 4th Ave.
2900 13th Ave.	2 x 2400 6th Ave .	2425 4th Ave .
3855 Dewdney Ave.	3350 7th Ave.	3 x 333 Winnipeg St.
1700 Elphinstone St.	2 x 1157 Albert St .	1145 Albert St.
1700 Elphinstone St.	2640 - 31st Ave.	1720 Dewdney
170 Sunset Dr.		830 Toronto St

### REFRESH #1

**Devices Implemented / Redeployed /  
Removed at 22 sites in 10 business days:**

- **42** devices installed
- **40** devices securely removed

### DEPLOYMENTS

- **100%** complete:  
35 Visited / 35 Completed
- **97%** First Call Effectiveness:  
no return visit needed

### REFRESH #2

**Devices Implemented / Redeployed /  
Removed at 13 sites in 6 business days:**

- **19** devices installed
- **19** devices securely removed

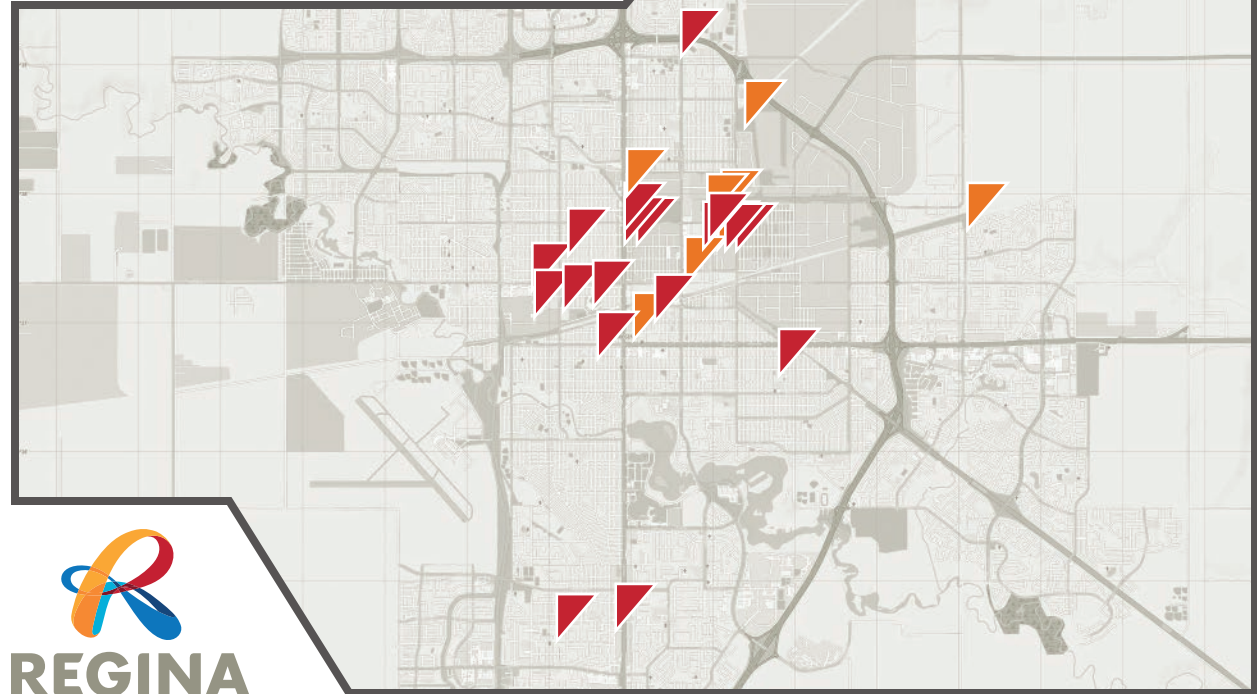
### DEVICE TOTALS

- **61** devices installed
- **59** devices securely removed





## City of Regina Refresh Map



## City Of Regina & WBM Teams Working Together

*“In the field of IT, change is often difficult for both customers and those tasked with providing the IT services. We recently changed our print technology vendor to Ricoh and managed print services partner to WBM, and are very satisfied with the results so far.*

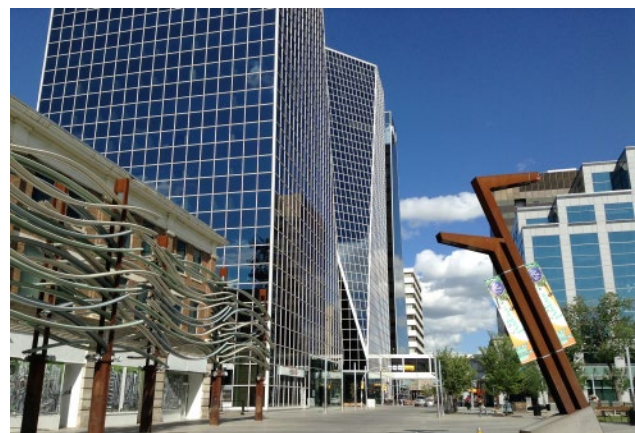
*From day one, WBM has taken an active role in collaborating with our technical team to ensure the technology and services are meeting our needs, and to make sure that the device changes & upgrades occur in an optimized way with minimal disruption to our users.*

*We are especially pleased with the hands-on, personal approach that WBM has taken with our team and our users to ensure their needs are assessed, timely communication takes place, proper training is delivered, and they receive the devices best suited to their needs.*

*Through well-defined processes, governance, cost savings and executive reports that can be shared with management, WBM has already delivered benefits to the City of Regina and we are pleased to be working with a premier company that is willing to help meet our specific needs in a professional and friendly manner.*

*We would advocate for any organization to go down the Managed Print path with WBM.”*

**City of Regina ITS Team**





## Overall Observations

Going into the project, the City had high expectations of WBM based on our numerous meetings leading up to, and throughout, the RFP process. We were faced with a fleet that was already optimized, a tight timeframe for deployments (4 weeks), and a geographically dispersed fleet. Rising to the challenge, our teams delivered a success.

Overall, the City of Regina vision is coming to fruition. We are already delivering results back to our city together, and we are excited about the results that will be delivered through the 3rd Refresh in January 2017. Meeting and working with the people of the City, it is evident that our common values facilitate a level of comfort, creativity, and efficiency that will continue to serve us well as we look for new ways to deliver value to the organization.



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