

# PROOF OF CONCEPT

## City of Regina HR & WBM End User Experience Microsoft O365 Teams Adoption Results

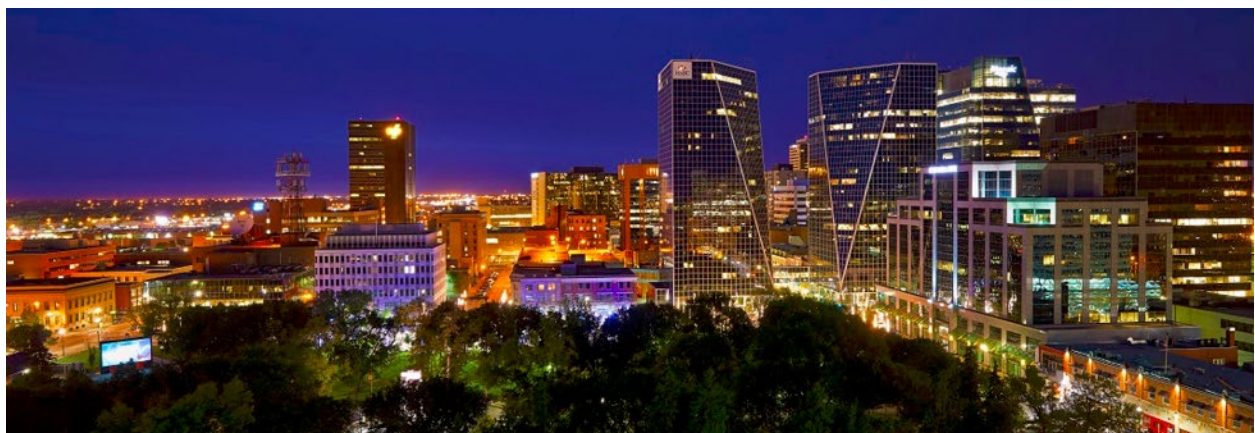
The City of Regina was one of the first municipalities in Canada to deploy Office 365. The City employed adoption and training services when O365 was first deployed and while it was well received, interest slowly tapered off. There was also feedback that while classroom style training was “great” and Office 365 has amazing features, most people didn’t see where those features were immediately applicable to their specific work flow.

**The need for a different style of training was apparent to the City.** This is doubly true with O365 as it is an evolving product that constantly changes and adds features to increase productivity and collaboration. The City of Regina decided to try a proof of concept around WBM's End User Experience program in their HR Department to increase end user adoption of new features and applications in O365.

## The Magic of ‘How’

WBM Technologies sent an End User Experience Engineer to City Hall in late September 2018 to meet with the HR Management Team and discuss with each one individually what they did, how they did it, and where they personally would like to improve their technology experience.

**The focus on ‘how’ is the magic of the EUE.** Helping users step back and look at the way they work is the benefit of doing this. Most users know they could collaborate more, or be more organized, or be more efficient, but don’t have time or expertise to explore new methods on their own.



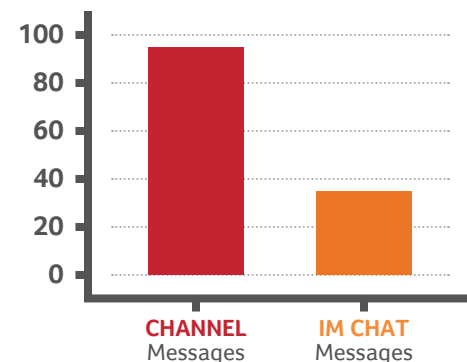
## Results

The City of Regina HR Management Team has successfully adopted Microsoft Teams as the main area for their work internally. They have also begun using Teams in their individual departments to increase their collaboration, organization, and efficiency.

- **TEAMS has given them a place to collaborate** on projects, initiatives, and daily work without email and with more transparency.
- **TEAMS has improved organization** and increased efficiency amongst the HR staff.
- **TEAMS has transformed** how the HR Managers at the City of Regina work and this is expanding to their own individual branches.
- **MICROSOFT PLANNER has been implemented** by the Organizational Effectiveness Branch to help organize the tasks assigned and the work that needs to be completed.
- **ONENOTE has been implemented** by most HR staff but has been fully adopted by the Director of HR and the Administrative staff to create efficiencies in logging, storing, and sharing meeting minutes and notes amongst HR staff.
- **POWERBI and FLOW are on the horizon** for the HR Department as they look to automate a lot of their reporting to Executive and Council as well as their communication internally.

## 454.5% Increase from August 15 to November 15

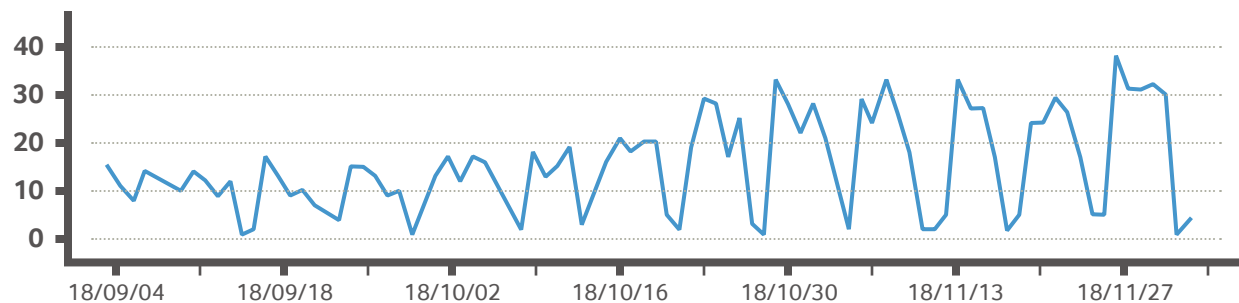
TEAMS Message Trending



The City of Regina started their Digital Transformation as an early adopter of Office 365 and now believes they are on the path towards a Modern Workplace because of End User Experience with WBM Technologies.

## TEAMS Daily User Total Trending

September 2018 - November 2018



City of Regina

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