



WBM Technologies

Federated Co-op Improves User Experience With New Service Desk Integration

JULY 15, 2020

FCL required urgent migration for up to 550 users from its legacy BES / VOX Mobility solution to an in-house Microsoft Intune Mobile Device management (MDM) platform.

The company required a streamlined approach that ensured all users would be successfully onboarded to the new platform with minimal disruption to their teams' performance.

Working in true partnership, WBM managed to leverage its deeper service desk integration services and expertise to help FCL migrate to a new endpoint management platform that lets them offer enhanced support to their employees and cut costs in under just two months.

"We are entirely off of BES now— thanks to the efforts of WBM's desktide team. They converted approximately 550 active users from BES to the MS platform in about 45 days. This was no small feat as everyone is now working remotely, and everything was done over the phone. All phone and mobility support will now be handled directly by WBM and should improve our customer satisfaction by not having to transfer to an external service."

Ed Grassie

Director, Infrastructure & Operation
Infrastructure and Ops
Federated Co-operatives Limited

THE SOLUTION



WBM integrated its service desk service with FCL to improve the company's internal processes and allow them to provide enhanced customer service.



WBM and FCL created segmented user lists along with a series of communications to expedite the migration process over a 6-week period.



WBM's team also created a user-friendly guide to simplify the migration process for FCL's employees.



FCL employees were contacted over the 6-week period, and follow-ups were sent to any employees that did not respond.



Any remaining employees were contacted by phone to complete the migration process.



WBM and FCL also stayed in contact with VOX to ensure that all users were purged and fully decommissioned.

THE OUTCOME

- FCL migrated all **550 users** over a 45-day period, saving the company **\$160,000** on annual MDM licensing and support costs.
- The WBM team also coordinated with FCL's O365 project management team to support the company's Senior Leadership Team and minimize impact to their workflows.
- This initiative saw WBM take charge and optimize FCL's internal support infrastructure and endpoint device management to deliver a better overall customer experience and significant cost savings.
- FCL is now receiving dedicated MDM support services as a value add through WBM's service desk offering.



Users Migrated Over 45 Day Period



Annual Licensing & Support Cost Savings

