



BUSINESS OUTCOMES REPORT

# ONBOARDING SERVICE DESK INNOVATION

**SUMMER 2020**

Vermilion Energy



## UNLOCKING CAPACITY AND OUTSTANDING PERFORMANCE

Vermilion Energy is a global oil and gas producer headquartered in Calgary, AB. With offices in North America, Europe, and Australia, we support over 1100 corporate and field users worldwide.

In 2020, Vermilion set out to uncover service desk innovations that would enhance our end users' experience, improve agility for changing business needs, reduce costs, and empower our workforce.

- Vermilion's strong IT personnel were multi-tasking and getting bogged down in task-level work. This made it difficult to deliver our vision of a best-in-class end user experience.
- Modernization and transformation projects were frequently deferred because talented people could not find time for strategic IT initiatives.
- Highly skilled and knowledgeable team members struggled to effectively share knowledge and sought assistance in the areas of end user support and automation.
- Vermilion's existing ITSM platform had limitations in reporting and automation capabilities, impacting our ability to capture and measure performance, and drive new efficiencies.
- COVID-19 added new business demands and complexities to this existing list of challenges.

Ultimately, we moved from an internal Help Desk model to a best-practice and partner-led Service Desk model. This is unlocking new strategic outcomes for Vermilion and the results to date are outstanding.

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# INITIAL OUTCOMES

## FIRST 3 MONTHS



**665** Knowledge  
Base Articles  
Reviewed &  
Updated



Knowledge Base  
Sources Reduced  
**7->1**



**2592** Contacts  
into the Service  
Desk



**93**  
Net Promoter  
Score



**192** Satisfaction  
Surveys Completed



**89%** First Call  
Issue Resolution

*"Upon selecting WBM Technologies as a strategic partner, I saw them execute one of the most seamless service takeovers in my professional experience. But the thing about WBM is the people, and the great feeling that you get when you are working together with them. Right from the outset we could tell that they are just like us in terms of values and approach, and WBM has been a great partner for us at Vermilion."*

“

**FRANK BARAJAS**

Technical Team Lead, Vermilion Energy

# OUTCOME 1

## ONBOARDING FOR SUCCESS



Vermilion and WBM started planning the service desk transition in January 2020, with a launch date set for late March. To prepare and configure the solution for efficiencies and a Great from Day 1 experience, a thorough assessment was completed.

The need for an effective, updated, unified, and accessible Knowledge Base was identified to enhance end user productivity and their experience, and to empower issue resolution on the very first call.

In addition to the results below, 55 completely new articles were added to our Knowledge Base to create a better and faster service. These were proactively identified from data trending in end user support chats, technical resolution notes, and feedback from Tier 2 and Tier 3 support groups.

During onboarding, Vermilion also transitioned to a new ITSM system, with WBM providing guidance on configuration, workflow automations, business rules, and the meaningful reporting required for data-driven insights.

Upgrading the ITSM tool was a critical success factor to introduce automation of manual processes and created best practices, standards, and streamlined workflow efficiencies for our team to build from.



**665**

Knowledge Base Articles  
Reviewed



**380**

Knowledge Base Articles  
Validated & Reformatted



**230**

Knowledge Base Articles  
Retired



Knowledge Base Sources  
Reduced from  
**7 to 1**



# OUTCOME 2

## AGILITY, COLLABORATION, AND UN- INTERRUPTED LAUNCH DURING COVID-19

Just before launch, COVID-19 struck. The planned support scenario was quickly adjusted to address its impact. A Remote Work from Home team swiftly mobilized to deliver end user support more than a month ahead of schedule, with regular service desk transition activities (training, documentation, change management, etc.) occurring strategically between calls so that our complete service desk program could begin on April 20<sup>th</sup> as planned.

In response to social distancing requirements, WBM and Vermilion modified training programs to be delivered remotely. The ability to customize WBM's comprehensive tool stack to accommodate new requirements was key in effectively implementing our emergency model.

Additionally, WBM immediately reserved laptops to support Vermilion's Disaster Recovery contingency plan, ensuring all employees would be able to work from home in a time of global hardware delays and manufacturing constraints.

The Vermilion and WBM partnership demonstrated speed, agility, creativity, and teamwork in navigating the unplanned and unprecedented impacts of COVID-19.

*"I want to thank you for all you and your team are doing to help Vermilion with the changes we are making to work from home. While I obviously hadn't anticipated a global pandemic, partnering with WBM to strengthen our team and provide scalability certainly was a key deliverable, and you are proving why this decision was a good one."*

**Steve Reece**

Director, Information Technology  
& Information Systems  
Vermilion Energy

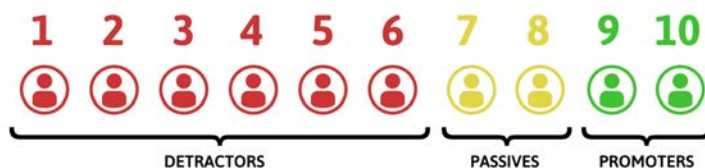
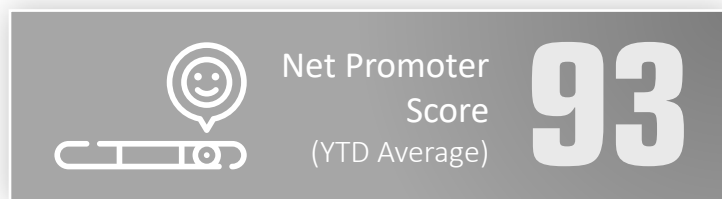




# OUTCOME 3

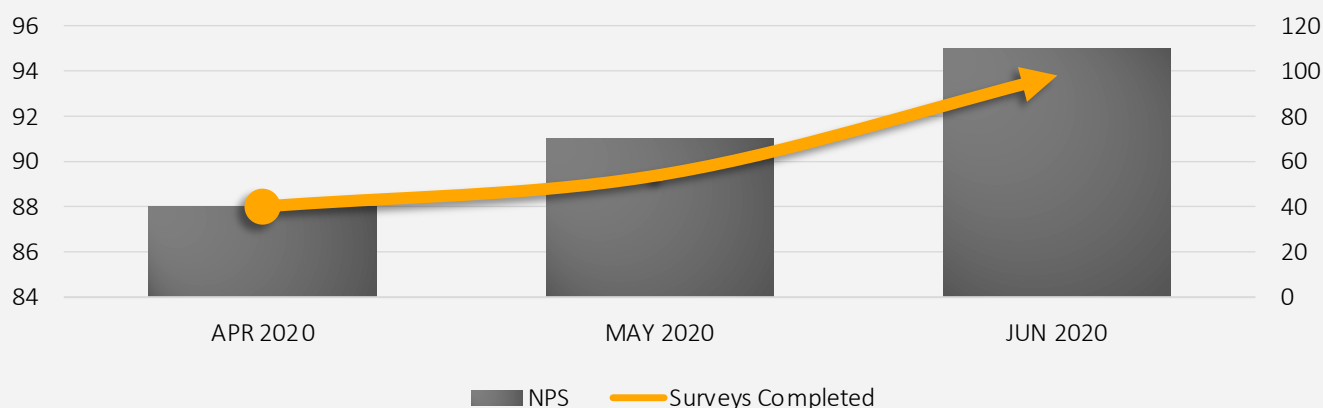
## A GREAT END USER EXPERIENCE

Creating a great end user experience is an overarching goal of our service desk initiative. With a proven and thorough onboarding process, data-driven refinements, and a partner who is focused on our culture and continuous improvement, Vermilion's employee satisfaction results have been outstanding.



$$NPS = \% \text{ (Green Icon)} - \% \text{ (Red Icon)}$$

### SERVICE DESK RESULTS – END USER SATISFACTION



*"Quick, simple and easy! Thanks!"*  
**KRISTEN**



*"Service was excellent."* **ROBERT**



*"John was really patient and helpful."*  
**CATHARINE**



*"You guys Rock!"* **MARIA**



*"Thank you for getting me up and running within 5 minutes. That was Awesome!"*  
**BRIAN**



*"So friendly and helpful! Thank you so much 😊"*  
**SANDRA**



As a result of our partnership with WBM Technologies, Vermilion Energy IT & IS is more efficient, productive, and positioned to execute on strategic objectives and growth. A commitment to client and employee services like these make it clear why Vermilion was named as a Best Workforce Award winner in Canada for 2020.

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## ABOUT WBM TECHNOLOGIES

WBM Technologies (WBM) is a Western Canadian leader in the provision of outcomes-driven information technology solutions. WBM provides business solutions through 4 core practice areas: Data & Security, End User Computing, Managed Print Solutions, and Enterprise Service Desk. Established May 1, 1950, WBM operates from Infrastructure Operation Centers located in Vancouver, Calgary, Regina, Saskatoon, and Winnipeg. We employ a team of over 350 IT professionals across Canada who are motivated to make a difference with our clients through the results we achieve together.







[WWW.WBM.CA](http://www.wbm.ca)