



Cameco

Digital Workplace Transformation





Cameco's Vision for a Digital Work Experience

"In my digital future, my workplace experience is accessible from anywhere while remaining secure. It allows me to share my work easily and find work shared with me by colleagues without wasting time. I can easily collaborate with colleagues in one place and I can remain informed without trying to remember which email it was that last discussed a topic.

My smart phone or tablet is an extension of my office workplace.

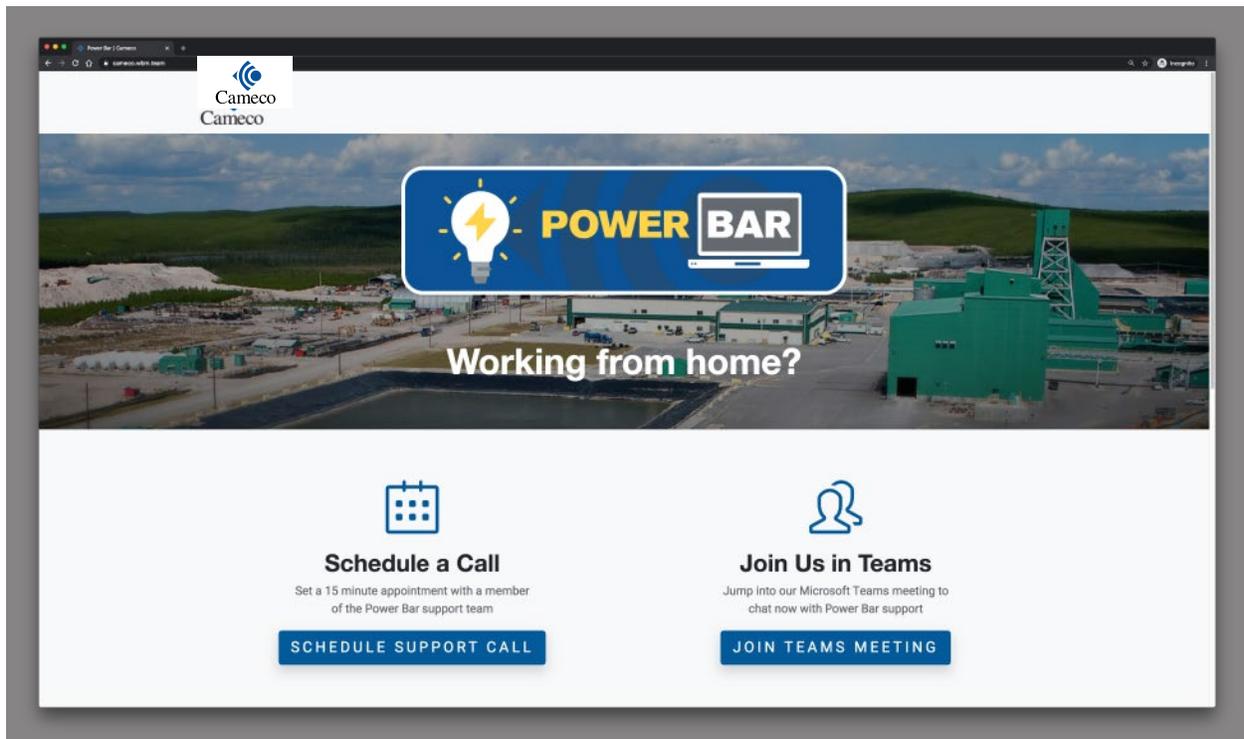
When I collaborate on a document my colleagues are notified, can see my edits, and they can easily share their thoughts in turn. When we are done with our work, I can easily classify our documents as appropriate for proper retention and discovery.

In short, in my digital future I have the tools to continually eliminate waste by leveraging modern and ever evolving capabilities."

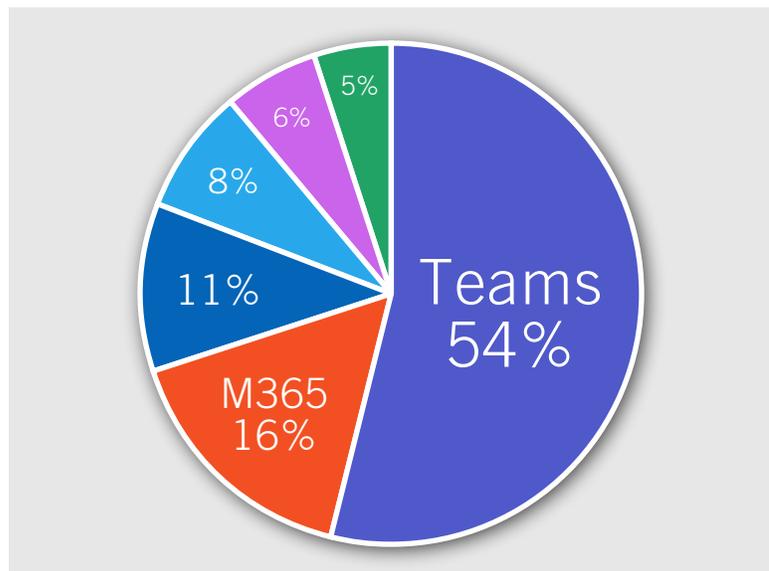
Cameco Business Technology Services is fueling this vision through Microsoft 365 platform enablement and leading-edge employee adoption and support innovations.

The Cameco Power Bar

The Cameco Power Bar launched in the summer of 2020 as a brand-new way to expand employee support and help proliferate the adoption of Modern Workplace tools. It provides one-click access for all Cameco employees to receive live or scheduled workplace transformation support from a WBM Technology Experience & Enablement professional.



Q&A BY APPLICATION



Global Access to Live Support

Employees at any one of our 19 worldwide locations can join a live Microsoft Teams session for quick, friendly, and knowledgeable assistance with questions relating to Microsoft 365.

Employee productivity and efficiency are enhanced with issue resolution, but also from workflow improvements suggested by the Power Bar team.

When solutions are applicable for other users at Cameco, they are proactively distributed through effective communications and training.



IMPACT OF ENHANCED SUPPORT

4420

Employee
Enablement
Touchpoints
to Date

94%

of Users
Report
Proficiency
Improvement

85%

of User
Questions
Resolved on
the First Call

85

Net Promoter
Score

A World Class End User Experience

The Power Bar solution was rapidly adopted to near universal praise. It is empowering our team and making work easier.

"Was quick and fast and I did not have to wait for someone to search for me, connect to my machine, etc..."

Stephen C. – Cameco

"As a trainer, I am in 100% in support of this 'on demand', 'just in time', 'moment of need' availability of a resource. You get what you need, and quickly move on the task at hand. I recommend the availability of this resource to anyone new I am working with on Teams."

Joey L. – Cameco

"It was great having someone knowledgeable instantly answer my question. I also learned several other things about Office 365. Thank You!"

Anna T. – Cameco

"I love the convenience of 'dropping in' for support when it suits my schedule. Thanks for your help!"

Karen C. – Cameco

"Response is super quick. This is a great way to address 0365 head-scratchers on the spot as they happen."

Sue B. – Cameco

"This was an awesome experience and the problem I was having is now solved!"

Robert H. – Cameco

"To be able to ask a relatively simple question and get an immediate answer is invaluable. I could have saved myself about 15 minutes of online search time had I simply gone to the Power Bar first."

Debbie E. – Cameco

"Easy method of help and very quick. Definitely helps with quick on the fly requests."

Kirk L. – Cameco

Do you find this type of support beneficial?

YES 99.4%

Would you like to see this support method moving forward?

YES 100.0%

Real-time Employee Enablement

Success stories are shared across the organization to inspire adoption, demonstrate real use case scenarios, and promote the Power Bar service.

CAMECO HOSTS MICROSOFT TEAMS LIVE EVENT FOR NORTHERN STAKEHOLDERS

Our manager of community & indigenous engagement, Kristin Cuddington, recently encountered a unique challenge. Traditionally, Cameco hosts a public meeting in Uranium City for decommissioned Beaverlodge properties. Due to COVID-19, it became clear that an in-person meeting was not an option this year.

Hosting the meeting on the Microsoft Teams live event platform emerged as the best solution and Kristin reached out to our Power Bar for support. She received pre-meeting guidance, useful tips, and help with her trial runs. The result: all stakeholders were able to connect in a virtual setting and the meeting was a great success!

Like Kristin, if you have any questions about how our technologies can help you work better, smarter, or faster, click the link below for solutions and advice!

cameco.wbm.team



"We had never done this type of activity virtually. After reaching out to BTS and the Power Bar, we settled on a Live Event. It was important that participants felt connected to the presenters and the material. Thanks to help from the Power Bar, the event ran like a well-oiled machine."

KRISTIN CUDDINGTON

Manager, Community & Indigenous Engagement, Cameco



CAMECO POWER BAR HELPS STREAMLINE COLLABORATION FOR HAILEE'S TEAM!

Hailee Toffan, Supervisor of Support Systems at Cameco, wanted her team to be able to share information and have group access to a shared platform account without everyone using a single person's email address to log in. The team's first instinct was to use a shared Outlook inbox, but Hailee contacted the Cameco Power Bar to see if there was a better way.

The Power Bar sprang into action. They confirmed that Hailee's team could use a general email address associated with their Microsoft Team, and now everyone has easy access to group information and their shared platform account.

Like Hailee, if you have any questions about how our technologies can help you work better, smarter, or faster, click the link below for fast and friendly solutions and advice!

cameco.wbm.team



"There is no need to be worried about someone leaving the company and us not being able to use their email address. Any communications related to our account now go directly to our Team inbox. There is no administration needed now to add or remove members as they come on board or leave the Team!"

HAILEE TOFFAN

Supervisor, Support Services, Cameco



Proactive Support for the Cameco Team

ON-DEMAND LEARNING

While resolving end user questions and issues, we gain insight. Proactively, resources are created to answer common questions and to promote the adoption of more efficient ways of working. These are tangible self-help options that supplement our live support model and are available on-demand as learning assets, or as part of customized training skill paths in our Brainstorm software adoption platform.

TITLE	APPLICATION	TYPE
How to get to the Powerbar	Support	Video
Opening Word docs in Teams on iPad	Word, Teams	Video
Syncing Contacts on Mobile Outlook	Outlook	Video
OneDrive for Business Workshop	OneDrive	Video
Microsoft Teams for Meetings & Chat	Teams	Video
Microsoft Teams as Workspaces	Teams	Video
OneNote + Whiteboard	OneNote, Whiteboard	Video
Microsoft Planner + To Do	Planner, To Do	Video
Using Call me in Microsoft Teams	Teams	Video
Search Folders for Microsoft To Do	Outlook	Video
Teams Notifications - Android	Teams	Video
Teams Notifications - iOS	Teams	Video
Teams Notifications - Desktop	Teams	Video
The New Office App	Office 365	Video
Teams Meeting Best Practices	Teams	PDF
Teams Cheat Sheet	Teams	PDF
Making a Planner Copy	Planner	Video
Setting Meeting Options in Teams	Teams	Video
OneDrive Cheat Sheet	OneDrive	PDF
Accessing Sticky Notes in Outlook	OneNote	Video
OneNote Cheat Sheet	OneNote	PDF
Moving Notebooks to the Cloud	OneNote, OneDrive	Video
Outlook Cheat Sheet	Outlook	PDF
PowerPoint Cheat Sheet	PowerPoint	PDF
Adding SharePoint to Teams	SharePoint, Teams	Video
SharePoint Cheat Sheet	SharePoint	PDF



64

Customized self-help
resources created

3598

Content views
to date

*"I think
the self-serve
videos are great."*

**Cameco Team
Member**

WORKSHOPS

With a goal of end user enablement, WBM and Cameco conducted workshops with staff on the Microsoft 365 platform and the points of entry for Power Bar support.



912

Staff Trained in Live/Recorded
M365 Adoption Workshops



100%

Attendees would recommend
workshop to co-workers

USER FEEDBACK

*"This was an excellent workshop!
Great presentation skills and good
pace. Thank you."*

Karen C. – Cameco

*"It was done very well, not sure what
they could do better!"*

Cameco Team Member

*"I have found all the Power Bar
sessions to be very informative and
well instructed. It is nice to know there
is someone there to answer my
questions in real time. Much more
efficient! - Thank you."*

Cameco Team Member

*"Not sure there is more that could
be done to make it 10/10. It was
informative and stayed on topic. After
people have an opportunity to play
around in Teams it would be good for
people to take this training, or more
advanced training to understand the
full functionality. It is a bit
overwhelming at the beginning."*

Cameco Team Member

INCREASING USER COMFORT WITH APPLICATIONS

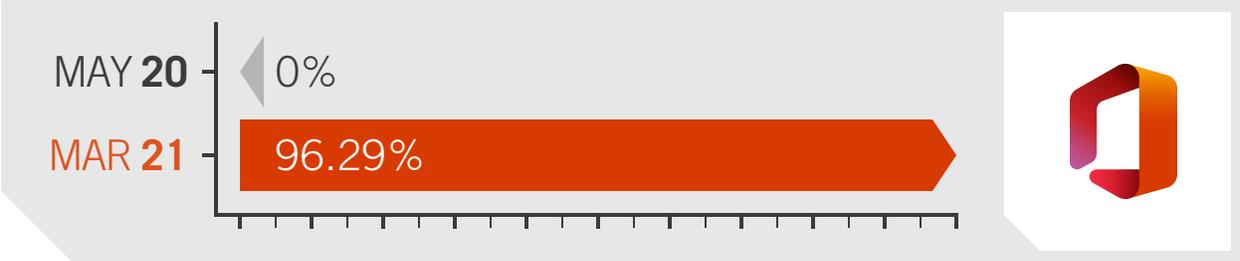
MICROSOFT 365 APPLICATION	BEFORE WORKSHOPS	AFTER WORKSHOPS
OneDrive	5.0 / 10	8.5 / 10
Teams	4.7 / 10	7.4 / 10
OneNote	4.8 / 10	8.2 / 10
Planner/To Do	3.5 / 10	7.2 / 10



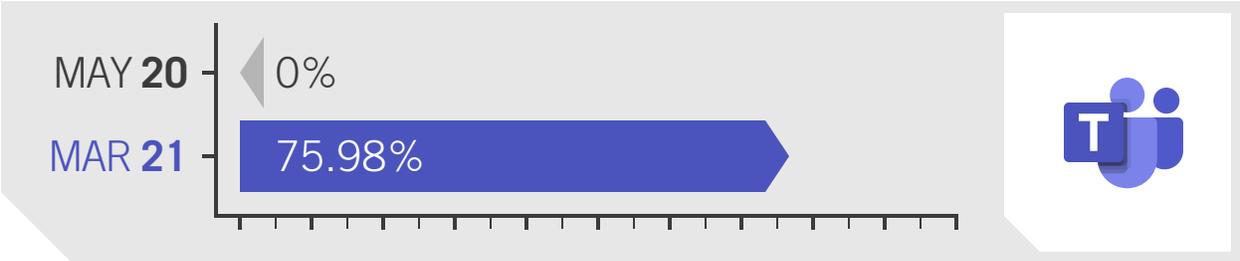
DIGITAL TRANSFORMATION

With a modern workplace adoption program in place, staff have the resources and support they need to transform how they work. Their comfort level with digital technologies is proliferating their use and accelerating the achievement of Cameco's vision.

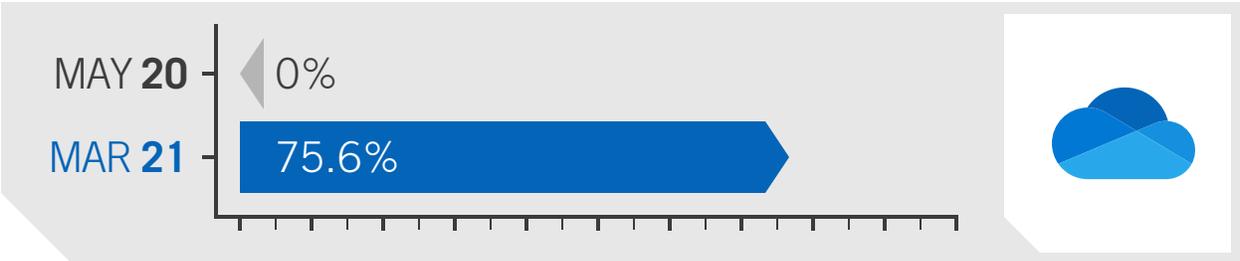
Active Use of Microsoft 365 applications



Active Use of Teams



Active Use of OneDrive for Business



2,000,000+
Microsoft Teams Activities
over the Past 180 Days

120,000+
Files Stored in Microsoft Teams
Teams over the Past 180 Days

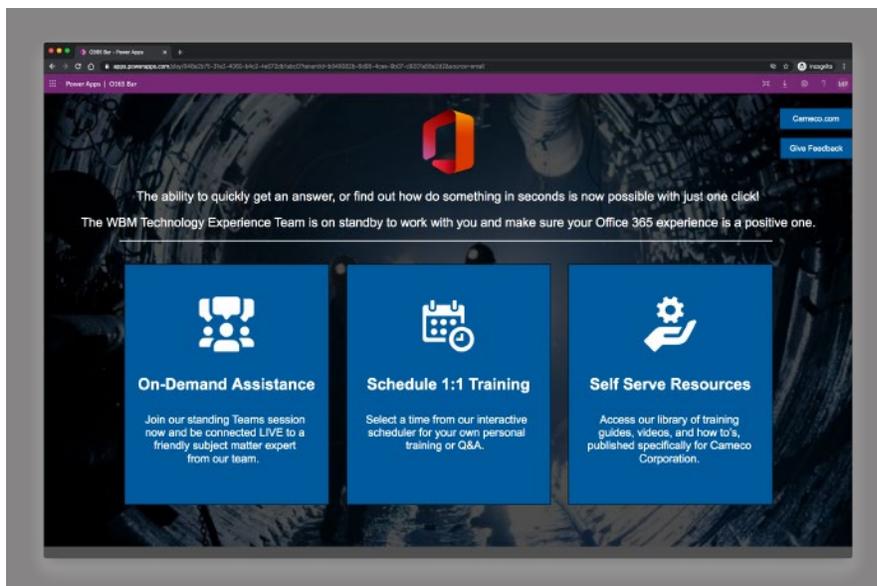
The Next Wave of Value

With the success of this program, we are continually looking for ways to expand and evolve it.

- The Power Bar now includes ‘how to’ assistance for questions with ServiceNow.
- A customized Power App is giving our staff one-click access to the Power Bar without leaving Microsoft Teams.

Cameco is going beyond the mere implementation of digital tools - we are adopting them and leveraging their modern and evolving capabilities. Our modern workplace adoption program is essential to the work experience at Cameco, and it will continue drive us towards our vision of a digital future.

NEW CUSTOM TEAMS APPLICATION USER ENGAGEMENT



“This level of technical support is unlike anything I have ever experienced in more than 20 years working at Cameco. Well done!”

Mike W. – Cameco



ABOUT CAMECO

Cameco is one of the largest global providers of the fuel needed to energize a clean-air world.

Our tier-one operations have the licensed capacity to produce more than 53 million pounds (100% basis) of uranium concentrates annually, backed by 461 million pounds of proven and probable mineral reserves (our share). We are also a leading supplier of uranium refining, conversion and fuel manufacturing services. Our land holdings, including exploration, span about 1.7 million acres of land, the majority near our existing Canadian operations.

Utilities around the world rely on our nuclear fuel products to generate power in safe, reliable, carbon-free nuclear reactors. Together, we are meeting the ever-increasing demand for clean baseload electricity while delivering safe, reliable solutions to today's clean-air crisis.

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 nearly 400 IT professionals across Canada who are motivated to make a difference with our clients through the results we achieve together.



**Digital Workplace
Transformation**

